



Driver Supervisor and Travel Trainer

Driver Supervisor

The driver supervisor has the daily responsibility to ensure that the services are performed in a timely and reliable fashion while deferring to dispatch for route-related issues. This position has the job of making sure that the company goals are kept in mind while acting as a key troubleshooter for driver issues. The driver supervisor reports to the operations manager.

- Make sure that the routes are completed by drivers in a safe and rider-friendly manner
- Communicate company news updates to drivers as requested
- Proactively own route staffing and provide the appropriate employees with adequate advance notice to ensure staffing is appropriate for work that needs to be done
- Create weekly schedules for drivers
- Drive routes if no driver is available to make sure all routes operate for the riders
- Research driver route issues through operations manager
- Understand the importance of the complaint process and immediately escalate appropriate employee relations issues to operations manager for prompt investigation
- Handle administrative/managerial duties such as 1:1's, accurate and timely review and authorization on timesheets for direct reports, reviews, vacation scheduling, mileage awards, etc.
- Assist operations manager with incident investigations
- Conduct monthly 1:1 meetings with direct reports, following the SVT company standards for those meetings, and hold review sessions twice per year
- Be responsible for progressive discipline when necessary, following the SVT company standard for escalation, investigation, and documentation if needed
- Be directly involved in personnel decisions including hiring, evaluations, promotions, and career guidance for direct reports
- Advocate for the company, not individuals
- Other duties as assigned, including but not limited to ownership of certain business relationships including:
 - Landscaping



- Giveaway vendors
- On-board bus postings
- Driveway maintenance/signage
- Building security systems

Travel Trainer

The travel training position finds opportunities to do outreach in the community with underserved populations to help people understand how the services of SVT work. In this capacity, this position reports to the director. A travel trainer helps to deliver company information and must be organized, efficient and friendly, collaborating well with all staff and members of the public to ensure that information is accessible to those who need it in a timely fashion. This position is also responsible for being a backup for call takers as required.

Travel training responsibilities may include:

- Going to meetings in the community (may be evening or weekend meetings), to explain SVT's services and/or help riders
- Taking the lead in generating opportunities to introduce SVT to the public including tabling events, fairs, farmers markets and other community events
- Creating PowerPoint presentations targeted to specific groups
- Collecting data on number of people served
- Ordering – within the budget – giveaways for training attendees and the general public
- Staying up to date on current SVT routes
- Making copies and materials to distribute
- Creating reports
- Keeping printed materials in stock and send out to parties who request them including timetables for routes and other printed materials
- Assisting director in creation of new materials
- Other duties as assigned

To accomplish these duties, the travel trainer will have the following knowledge and skills:



- Good knowledge of the service area
- Ability to handle large amounts of data
- Ability to remain calm and collected in speaking with people
- Good judgement and understanding of what will enhance or damage the company reputation
- Good organizational skills
- Good listening skills
- Empathetic attitude
- Ability to work with many different types of people
- Ability to sit for long periods of time
- Accurate typing skills and the ability to proofread work
- Ability to work with computer programs including Word, Excel and PowerPoint to create reports and presentations
- Exhibit support of the company and its policies and practices

Global expectations

- Be of service to other SVT team members, and management by responding respectfully and in a helpful manner to requests for information by email, voice mail or in person in a timely fashion
- Become a positive, motivational communicator as demonstrated by your ability to:
 - Help in assisting with challenges, even under pressure
 - Listen in a way that shows that you care
 - Be open to suggestions and criticism and collaborate to find solutions
- Generate positive, cooperative, and respectful relationships daily that foster feelings of trust and competence in team members
- Recognize that all people have different work styles and actively develop skills for adapting to them in a fluid and flexible manner
- Re-read and spell check all external correspondence and ensure that correspondence appears professional
- Be on time for work and meetings and ensure direct reports do the same
- If not in the office during business hours, follow process for notifying team and company of whereabouts
- Communicate via email, text, in meetings, and face-to-face, with respect and following the existing SVT Values
- Give timely and appropriate feedback to team members and peers – don't wait to communicate
- Ask the Four W's when solving problems:



1. What happened? *(whenever possible, stick to the issue not the individual)*
 2. What do we need to do right now? *(if action needs to take place immediately, take the action necessary)*
 3. What do we need to do to make sure this doesn't happen again? *(build a system so that the problem doesn't reoccur or, if it does, there is a systematic way of dealing with it)*
 4. Who needs to know? *(staff must be appropriately trained on the new system and the training must be incorporated into the regular training for each individual who might need to know it)*
- Dress appropriately for meetings with outside vendors in business or casual business attire
 - Accountable for following defined processes and ensuring direct reports do the same
 - Thoroughly learn and follow the SVT processes, making suggestions for streamlining, innovation and enhancement, always keeping sustainability in mind
 - Thoroughly understand the tools needed to do your job, independently seeking counsel and advice from experts and other nonprofit in-house training programs to better enable you to work well within the standards expected
 - Seek counsel to understand how the company sustainability is attained and be aware of how spending affects it. Work to enhance the company's bottom line.
 - Lead and/or participate in company committees/task forces/activities that increase the performance of the company
 - Submit all expenses for reimbursement within 10 days of incurring expense
 - Ensure compliance with company employee review program including annual reviews
 - When the opportunity arises, and if it is within the budget, make sure to buy green products and services
 - Keep your area tidy, cleaning up after yourself, and leaving any meeting space as-it-was or better when you leave it
 - Champion the development of company training programs and serve as a trainer when appropriate
 - Complete at least two training seminars annually that are pertinent to your career
 - Develop succession plan and groom, "An heir and a spare"
 - Demonstrate company principles and values



- Acknowledge what you don't know and seek advice to increase your understanding
- Be available to help your team members with counsel and advice on a regular basis
- Other duties as assigned