



POSITION DESCRIPTION

Position: Driver Coordinator Manager
Reports to: Driver Department Manager
Location: Chicago, IL
Industry: Transportation-Public-Paratransit

Position Qualification

Must possess a comprehensive knowledge of the structure, mission and operational aspects of transit operations. Should have at least three years of related professional experience, including three to five years of management experience. A High School Diploma is required and some college course-work is preferred, but a combination of education and experience relating to this position is desirable. The individual must have strong interpersonal, writing, analytical skills and management skills. An ability to establish credibility at all levels within the organization is essential. Must be results-oriented with strong organizational and planning skills. An ability to handle several diverse projects simultaneously is necessary and the ability to delegate and direct a staff is a must.

Position Summary

The primary responsibility of the Driver Coordinator Manager is to manage the Driver Coordinators to ensure the department operates orderly, while coordinating and carry out the organizations plans for scheduling and staffing for the days work. The execution of this responsibility is achieved through the direct management of the Driver Coordinators to ensure driver vehicles and equipment assignments, attendance and variance reporting such as accidents/incidents, vehicle shortages and call-offs are completed on a timely basis and reported to the Driver Department Manager.

Position Responsibilities

- Report to the Driver Department Manager on Key Performance Indicators that monitors the Driver Coordinators, scheduled to departure times, equipment usage and violations for all Drivers and Driver Coordinators through the maintenance of metrics.
- Report to the Scheduling Department the monitoring of Driver Attendance on a daily basis through the maintenance of metrics.
- Develop plans and initiatives to support the ongoing development and retention of Driver Coordinators, to include: in-service training, leadership training, award programs, etc.
- Monitor and evaluate individual performance of the Driver Coordinators to identify those who require additional training or some level of assistance in meeting the minimum performance standards. Assist in managing to those minimum standards to include: attendance, tardiness, completion of reports.

- Develop practices, procedures and strategies that produce an efficient, effective and productive Driver Coordinator Department in strict conformance with SCR policy and procedures.
- Identify and investigate Driver Coordinator performance issues to determine the cause and first step corrective action to be implemented.
- Conduct meetings with supervisors and subordinates on a regular basis to review and discuss operating concerns, while developing comprehensive work plans for, and provide direction and guidance to staff to assure the timely completion of work and reports.
- Support and utilize a Driver Coordinator retraining program that identifies Drivers Coordinators that demonstrate difficulty in performing their daily responsibilities.
- Conduct pre-shift Driver Coordinator/Driver meetings as instructed by senior management or as the need arises for topics of concern.
- Oversee the Pre-trip vehicle inspections performed by Driver Coordinators to ensure that the driver has properly inspected the vehicle and all associated equipment and that everything is in proper working order prior to leaving the base, to include: Wheel Chair straps, seatbelt extensions, vehicle seats and wheel chairs (when applicable)

Position Objective:

- Monitor and maintain labor hours at or below budget for the Driver Coordinators and Drivers.
- Enforce driver schedules to support operational productivity goals that equal or exceed two (2) passenger Pick-ups per revenue hour on week days.
- Maintain tools such as templates and master schedules that will ensure the optimization of driver start times to achieve a 95% daily driver on-time pull.
- Develop resources and in service training plans for Driver Coordinator staff in order to promote the advancement of skill-sets and accurate execution of processes and procedures.
- Ensure that Driver's A/I Reports are completed properly and reviewed by a manager prior to them being submitted to Pace within 24 hours of the occurrence, as well as reported to the Driver Department Manager.
- Process Accident information in accordance with company and customer policy, up to and including on/off-site post accident drug testing within 24 hours of such accident.

Key Tasks

- Execute and coordinate the scheduling, Vehicle assignment and other activities of Driver's engaged in providing services to the SCR customer contracts.

- Supervise all functions daily functions of the Driver Coordinator to ensure that company policies and procedures are being adhered to.
- Monitor to ensure that all drivers are assigned to the appropriate capacity vehicle for the route that they are assigned and that all equipment is present and in proper working order prior to departure from the base.
- Perform the first step disciplinary process for all Drivers Coordinators/Drivers found in violation of company and /or PACE policy.
- Ensure the accurate recording and reporting of Driver Coordinators and Drivers daily attendance to the Scheduling Department.
- Responsible for ensuring a vehicle inventory of the fleet is completed on a daily basis to ensure all company assets are being accounted for and utilized properly.
- Oversee the accurate completion of all Accident/Incident reporting in accordance with the documented SOP, and proper forwarding of the reports to the Driver Department Manager.
- Ensure all departmental reports are completed accurately and in a timely manner, and that all reports are forwarded to the Driver Department Manager.
- Responsible for ensuring proper staging of vehicles is completed during their shift to ensure a more effective pull-out for the next shift.
- Ensure that Driver Coordinators are inspecting all drivers are compliant with regards to uniform policy and proper ID's.
- Monitor to ensure that Driver Coordinators are conducting Pre-trip vehicle inspections to ensure that the driver have properly inspected the vehicle and post-trip vehicle inspections to account for any vehicle damage and proper equipment.

Management Reports

Daily

- Driver's Department Daily Pull-Out Report.
- Daily Vehicle Usage Report.
- Previous day Driver Coordinator Attendance.
- Previous day Driver Attendance.
- Shift Transition Strategy Report.
- Accident/Incident Reports.
- Vehicle Inventory Report