NEW: 1-10-99

OHIO CLASSIFICATION SPECIFICATION Developed for Equal Opportunity	CLASS TITLE: Vehicle Operations Supervisor	CODE: 54445C
	MAJOR AGENCIES: Board of County Commissioners	JURISDICTION: County

FUNCTION: Under general supervision from higher-level supervisor, organizes daily passenger reservations for transportation service into efficient vehicle runs, supervises & assigns drivers for scheduled routes & runs & monitors service delivery to ensure adherence to established schedules;

-PERFORMS RELATED DUTIES AS REQUIRED

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	67-73	Receives & records telephone reservations from customers requesting transportation service, provide information to callers concerning program, organizes daily passenger reservations for transportation service into efficient vehicle runs (i.e., routes & number of trips), supervises & schedules vehicle operators/drivers to vehicle runs, monitors service delivery to ensure adherence to established schedules via radio/mobile telephone communications & assists with vehicle operator/driver training & retraining as required.	Knowledge of (1) applicable transportation service laws, policies & procedures, (2) public relations, (3) supervision/ management*, (4) employee training & development*; skill in (5) operation of motorized vehicles; ability to (6) define problems, collect data, establish facts & draw valid conclusions, (7) handle routine requests & inquiries from customers, (8) establish friendly atmosphere as supervisor.
2	13-18	Monitors vehicle condition & adherence to preventive maintenance schedules; coordinates vehicle assignments & administers spare vehicle pool; ensures incidents & complaints are documented.	Knowledge of 1, (9) basic vehicle maintenance; 6, 7. (*) Developed after employment.

UNUSUAL WORKING CONDITIONS: Requires travel.	MINIMUM CLASS REQUIREMENT (including license, if any.): Valid commercial driver's license appropriate for motor vehicles to be operated; 6 mos. exp. in scheduling vehicle runs & drivers &/or operating motor vehicles used for commercial transportation services; 1 course in public relations or 3 mos. exp. in dealing with general public, clients or customers to answer inquiries &/or respond to complaints.; or equivalent. exp. may be substituted except for required CDL.	Training & Development: Must renew CDL as required by law.

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RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
3	3-8	Operates motor vehicles to provide courtesy, safe & timely transportation services to passengers when regular vehicle operator/driver is unavailable or when "run pieces" (i.e., short runs) can not efficiently be assigned to regular vehicle operations/drivers.	Knowledge of 1, 2; skill in 5.
4	7-13	Assists in data collection, recordkeeping & reporting required to satisfy funding agency requirements; acts in absence of supervisor as assigned..	Ability to (10) prepare & maintain required records & reports.
			(*) Developed after employment.