

## **Goldsboro-Wayne Transportation Authority (GWTA)**

103 North Carolina Street Goldsboro, NC 27533

(P) 919-736-1374

(F) 919-731-1558

### **Employment Opportunity**

GWTA is an Equal Opportunity Employer. Pre-Employment Drug Screen and background check is required.

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### **SAFETY AND TRAINING SUPERVISOR**

#### **Full Time with Benefits**

Please request an application to apply for this position.

#### **GENERAL WORK FUNCTIONS**

An employee in this position serves as GWTA Safety, and Training Supervisor primarily providing and maintaining the training standards of a modern, professional community transportation service. Employee is responsible for providing direct instruction to new employees and all current staff members and to ensure that the certifications of all staff members are properly maintained and documented. Employee is responsible for implementing initial and ongoing training programs in accordance with GWTA policies and procedures and industry guidelines. The employee will participate in the development and maintenance of operational safety procedures. The employee will assist in the review and evaluation of the GWTA operations safety and make recommendations to the Director as needed to maintain the GWTA's compliance with the law and other standards. The employee will represent the GWTA as needed to the public and to other agencies. The employee must be proficient in the use of enhanced, specialized telephone equipment, specialized computer operating systems, two-way radio systems, and the technical and time sensitive, precision based work involved in receiving incoming calls associated with transportation programs. Employee must be proficient in standard computer office applications. Employee must be comfortable and proficient at instructing and supervision of others. Work is performed under the general and direct supervision of the Director. The employee will evaluate the performance of others, provide direct supervision and assist in administrative requirements related to employees.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

- Designs and delivers class room and behind the wheel training of bus and van operators; develops and implements continuing education programs. Trains new Operators, provides refresher training, and scheduled monthly training opportunities using national RTAP and other best practice models.
- Responsible for promoting effective defensive driving programs and practices.
- Establishes training plan in accordance with the FTA and NCDOT requirements; prepares lesson plans and training material; monitors employees' performance during training activities to ensure training needs are being met.
- Ensures compliance with Department of Transportation training requirements and other state mandated training.
- Maintains training, evaluation and quality assurance records.
- Ensures that bus and van Operators have ample opportunity to obtain all necessary certifications and licenses.
- Assist in the development and implementation of a comprehensive safety assurance program in accordance with the FTA and NCDOT.
- Gathers individual employee performance data and distributes to their supervisor.
- Reviews radio transmissions and provides feedback on effective communication.
- Evaluates and monitors Operator safety. Provides feedback to Operators and management regarding performance identified during on board ride checks and over the road supervision.

- Facilitates and supports the employee driven safety committee.
- Facilitates and supports customer service focus for all employees.
- Investigates accidents and incidents and completes necessary reports and documentation. Assists Operators in proper completion of reports. Completes preventability assessment based on the facts on the scene and reports findings to management. Provides post-accident/incident counseling and refresher training with Operators as needed.
- Provides effective ADA training, including proper securement of all passengers.
- Supports safe operations during severe weather and assists with coordination and communication with other agencies including emergency management.
- Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.
- Identifies risks and proposes effective changes to mitigate risks and prevent accidents and incidents from occurring.
- Provides support with safety and security audits and inspections.
- Researches and tracks safety regulations and makes recommendations to assure compliance.
- Requires on-call status to work additional shifts as needed to cover operations.
- Prepares a variety of forms, reports, and correspondence; generates reports related to GWTA activities: compiles data and prepares statistical reports detailing daily, weekly, monthly and annual activities.
- Maintains confidentiality of all information.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to promote and enhance a culture of safety first.
- Thorough knowledge of the procedures, principles and practices of the transit industry.
- Thorough knowledge of standards and regulations regarding transit at the local, state and federal level.
- Thorough knowledge of Transit Dispatch and Communication procedures.
- Ability to operate common office equipment, including popular computer-driven word processing, spreadsheet and file maintenance programs.
- Ability to plan and organize implementation of a safety and training program in collaboration with a diverse work force.
- Working knowledge of the geographical layout of the county and region including political subdivisions, location of streets, important buildings and other landmarks.
- Ability to exercise sound judgement in emergency situations.
- Ability to analyze and interpret policy and procedural guidelines, and to formulate, develop and present recommendations to resolve problems and questions.
- Ability to establish and maintain effective working relationship as necessitated by work assignments.
- Ability to draft policies, procedures, and memos.
- Ability to interpret and explain regulations to others.
- Knowledge of Microsoft Office applications, particularly Word and Excel.
- CDL Class B with P endorsement required.
- Ability to work flexible hours when needed.
- Associate degree with 2 years' experience in transit, business, or public administration preferred.

#### **ADDITIONAL JOB FUNCTIONS**

- performs operation of bus and van routes as needed
- performs dispatch duties as required
- other duties as assigned