



Sunflower Diversified Services

Department:	Transportation
Position Title:	Transportation Manager
Reports to:	<ul style="list-style-type: none">• Chief Operations Manager (CEO)
Supervises:	<ul style="list-style-type: none">• Drivers• Dispatchers
Qualifications:	<ul style="list-style-type: none">• Minimum age of 24 years of age
License/Certification	<ul style="list-style-type: none">• Maintain Abuse/Neglect/Exploitation, Ethics, Sexual Harassment, Emergency Preparedness, Vehicle Orientation, HIPPA, Bloodborn Pathogens, AP/SP/CI, Supportive Healthy Living and OSHA trainings and CPR, First Aid, and Mandt certifications• Valid Kansas Drivers License with good Motor Vehicle Record
Education:	<ul style="list-style-type: none">• Minimum of High School Diploma/GED
Position Summary:	<ul style="list-style-type: none">• Receive transportation requests, dispatch vehicles• Perform receptionist duties• Perform clerical duties.
Experience:	<ul style="list-style-type: none">• Understanding in General Public Transportation Systems is useful
Skills:	<ul style="list-style-type: none">• Organizational skills in use of 800 MHz radio and computer (Preferred)• Effective Interpersonal communication skills (Required)• Ability to read, write and possess neat handwriting (Required)• Ability to deal with hectic schedule, make quick decisions, speak and hear clearly and have an excellent memory (Required)• Ability to count money and balance receipt book (Required)• Must have good reasoning abilities• Ability to work with clients who require use of a relay telephone operator
Working	<ul style="list-style-type: none">• 90% indoor

Conditions:

- 10% outdoor
- Duties are normally performed in a climate-controlled office
- May have high noise levels due to radio traffic, telephone calls, walk-in clients, or other agency business
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- Must follow assigned work schedules that typically reflect hours Monday-Friday but schedules and hours vary based on need.
- Employees are expected to remain flexible and cooperative.

Physical Requirements:

- Regularly required to stand, kneel, stoop, squat, talk, walk, and hear
- Frequently required to use hands, handle, feel objectives, manipulate tools or controls and grasp objects
- Regularly required to sit
- Frequently required to use hands, handle, feel objects, manipulate tools or controls and grasp objects
- Regularly lift and/or move up to 15 pounds
- Frequently lift and/or move up to 25 pounds
- Occasionally lift and/or move up to 50 pounds
- Demonstrate ability to drive car/vans
- Must pass KCC/CDL Physical

Job Responsibilities:

- Personal conduct must contribute to positive working relationships with co-workers, citizens, and administration
- Comply with all agency, departmental, and KDOT policies and procedures
- Ability to effectively communicate with drivers, clients, co-workers, and administration
- Possess strong customer service skills with the ability to deal with a variety of people in a positive, effective way
- Possess computer and data entry skills
- Ability to meet work schedules which may include Saturdays, Sundays, some holidays, and provide needed coverage for staff on leave. Must be available to be called into work outside of scheduled/regular business hours for emergencies
- Maintain all agency and KDOT required training

- Ensure regular maintenance is scheduled and completed as required by policy on all agency vehicles
- Process maintenance requests
 - o obtain estimates when requested by the CEO
 - o review estimates and submit to CEO for approval
 - o upon approval, arrange and ensure completion and quality of repairs
- Vehicle oversight for performance
 - Check vehicles weekly for maintenance issues, fluid levels, etc.
 - o Monthly cleaning of each vehicle or as needed by maintenance request
- Monitor routes and make recommendations for changes to CEO
 - o Monitor mileage logs for misuse of vehicles or unexplained miles and report to CEO
- Establish a list of preferred and secondary vendors for repairs or maintenance
 - o Serve as primary contact with all vendors
 - o Assist in obtaining “bids” for contracted services as directed by CEO
- Requisition needed supplies, submit to CEO for approval, and purchase upon receipt of purchase order (oil, wiper blades, light bulbs, etc).
- Ensure work completion via a check out system
- Ensure adequate route training for new drivers – personally riding for a minimum of 1 trip prior to independent assignment of new staff
- Ensure all required training is completed by drivers and renewed as needed
- Train staff and ensure staff complete paperwork in a timely manner, and follow policies, and procedures
- Ride with each route driver a minimum of 1 time monthly to monitor service
- Approve absences
- Prepare FRA (Functions Responsibilities and Authority) for each route driver and review with CEO
- Prepare evaluations and recommendations for CEO to review and actively participate in the employee evaluation
- Investigate all incidents, occurrences, or accidents and report to CEO
 - o Make recommendations and participate in

- disciplinary action with CEO (warnings, suspension, termination, etc.)
 - o Report all performance concerns to CEO promptly
 - o Maintain regular contact with route drivers addressing their concerns
- Ensure all KDOT required paperwork is completed accurately and submitted to fiscal team by the 5th of each month
- Maintain KDOT inspection books
- Ensure all agency paperwork is completed accurately and submitted to fiscal team by the 5th of each month
- Maintain master file on each vehicle logging all maintenance, purchases, and mileage
- Ensure vehicle registration and insurance verification is in vehicles and is current
- Process vehicle repair bills and submit to CEO
- Assist CEO in service planning
- Attend meetings and training as directed by COO
- Submit recommendations for expansion/reduction of service to CEO
- Assist with insurance claims ensuring that all accidents are reported promptly
- Other duties as assigned by CEO
- Send vehicles for maintenance/repair as needed
- Follow procedures for reporting bus accidents and passenger emergencies
- Clerical duties for agency as assigned by CEO
- Drive vehicles as assigned in driver emergencies
- Work to accommodate emergency medical appointments with openings in the schedule
- Manage clients who are displeased when they cannot go to a location at the time they wish
- Assist clients that may be disoriented and need extra attention
- Apply reasoning skills to assist clients who exhibit dementia, mental health, or other cognitive conditions with scheduling issues
- Reschedule passengers, calls, etc., during a bus failure or as needed
- Effectively manage operations with a limited number of drivers while attempting to meet the majority of

transportation needs

- Request and follow directives to receive IT support from provider for 800 MHz radio system, computer, or other agency equipment
- Determine the number of drivers that must be scheduled per shift to maintain safe, timely transportation, and efficient routing
- Determine when drivers are allowed to take a break
- Determine how to handle riders and staff who need assistance
- Ability to use good decision making skills and apply protocols in emergencies
- Attend meetings and training as directed by supervisor
- Other duties as assigned by supervisor

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment of the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

All the health information of clients needed to perform the duties of the job description will be provided. This information may only be discussed with the staff, including the Board of Directors who have a need to know the information to adequately perform their duties, in compliance with the information management and confidentiality policies.

I have received and read a copy of this job description and have had the opportunity to ask questions regarding its contents. I understand the requirements outlined in this job description and verify that I am able to fulfill all requirements described.

Employee Signature _____ **Date** _____

Human Resources
Department Signature _____ **Date** _____