



Driver Supervisor Job Description

Role and Responsibilities

Purpose: Responsible for dispatching driver assignments and coordinating client movements to passenger destinations through the efficient use and management of company equipment, fleet and drivers.

Essential Functions:

- Supervises, trains, develops, evaluates, and manages the performance facility driver associates
- Provides on-the-road training to ensure that all drivers are well-prepared to carry out their daily responsibilities in an effective manner
- Trains drivers on transportation standards, policies and procedures, and driving assignments
- Oversees vehicle specifications and preventive care programs for vehicles to ensure maximum safety while minimizing maintenance costs
- Ensures drivers follow routes as assigned per company guidelines
- Works with drivers to develop and improve skills designed to allow them to assume increased future responsibilities
- Ensures compliance with safety standards
- Assists with hiring and disciplinary recommendations
- Acts as a point of contact for passengers, builds relationships, and addresses complaints
- Measures and reports service levels and fleet performance
- Leads continuous improvement in lean thinking and tools to eliminate waste
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Strong supervisory experience in client movement and customer service interactions
- Ability to juggle multiple tasks at once and meet deadlines under pressure
- Excellent knowledge of Federal Motor Carrier Safety Regulations, DOT and OSHA regulations
- Effective planning, organizational, analytical and problem-solving skills
- Strong communication and interpersonal skills
- Ability to work flexible schedules such as overtime and weekends
- Proficient in MS Office Suite (Word, Excel, and Outlook)

Qualifications:

- High school diploma or general equivalency degree
- Must possess a valid driver license with 2 points or less on driving record
- Minimum one year of experience in fleet dispatching and routing internal fleet
- Associates or bachelor's degree preferred

*ILF Transportation utilizes a driver screening program. ILF Transportation is an equal opportunity employer.
All positions will be cross-training in all areas of ILF Transportation.*