

**Springfield Area Transit/Valley Area Transit  
Job Description**

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**Job Title:** Manager of Safety & Training  
**F.L.S.A. Status:** Full-time, Exempt level  
**Reports to:** Director of Operations  
**Pay Rate:** \$30/hr. - \$36/hr.; \$62,400 - \$75,000 annual  
**Union Status:** Non-Bargaining Unit  
**Hours:** Monday – Friday (8:30 a.m. – 5:00 p.m.) - Occasional evenings/weekends

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**Position Summary:** The Manager of Safety & Training directs and oversees all Company Training Programs, and coordinates and maintains all related tasks and recordkeeping; assesses company-wide training needs and identifies and arranges suitable training solutions for operations and maintenance department employees; and creatively designs and implements effective methods to educate and enhance performance and safety; conducts investigations into accidents and incidents; assists with investigating passenger complaints regarding fixed-route services; and provides general support to Bus Operators and general assistance to the Operations Team. This position provides direct supervision and support to the training personnel and provides oversight and coordination of third-party training services, including but not limited to Transit Ambassador, Smith System and CDL Training.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

*Serve as a frontline leader in the Company's training initiatives:* Develop and present classroom and individualized performance coaching; conduct ongoing needs assessments and data analysis to determine specific training needs; administer, direct and participate in Supervisor, Operator, and Staff Training and Development Programs.

*Coordinate, manage and oversee all aspects of the Company's CDL Training Program:* Develop, implement and maintain the in-house CDL Training Program; administer training for all positions requiring a Commercial Driver's License and/or appropriate endorsements, including but not limited to newly hired Bus Operators and Mechanics, Fuelers, Bus Cleaners, etc.; oversee coordination of efforts with trainees for obtaining the required Learner's Permits, licenses and endorsements relevant to their positions; develop and oversee CDL Permit Test preparatory training, CDL classroom Theory Training, Road and Maneuver Training; oversee coordination and scheduling of all CDL Road Tests; ensure CDL Training Program is compliant with all related regulatory requirements at all times and modify as needed to keep current; oversee all trainers and their activities while providing ongoing mentoring and leadership; conduct quarterly assessments of CDL Trainers and CDL Training Program; and maintain Entry Level Driver Training (ELDT) data according to established procedures set forth by the Registry of Motor Vehicles.

*Conduct Investigations into Accidents/Incidents:* Investigate causes of accidents and incidents, including determination of preventability; accompany road supervisors to accident/incident sites when possible, interview operators, claimants and witnesses; obtain, organize, and interpret related information and take appropriate actions; grade accidents according to established policy/procedure;

submit accident/incident data to appropriate department for timely claims processing; maintain all electronic recordings of accidents/incidents data including Hastus data, PVTA claims database access, hard drive logs & inventory, training records database, employee Driver Qualification (DQ) files and radio recordings; correspond with PVTA Claims & Legal Department, outside legal representatives; provide requested documentation, and attend depositions, mediation conferences and court trials; provide related reports to management and requesting parties; keep current with regulations, processes, and procedures related to conducting investigations.

*Oversee the Bus Operator Training Program for newly hired Bus Operators:* Coordinate efforts among all relevant parties, including supervisors and trainers, for the effective and thorough training of all newly hired Bus Operators; is completed timely (within a 6-8 week period), including all safety-related training; ; conduct periodic review of training content and conduct periodic needs analyses to develop a comprehensive Bus Operator Training Program; directly participate in new hire training as needed, and assist with hands-on training of new bus operators, both in the classroom and on-the-road modules.

*Conduct Refresher Ttraining:* On as-needed basis, conduct refresher training including but not limited to fare box protocol, company policies, wheelchair securement, workplace safety, etc.

*Conduct Needs Assessments and Data Analysis to Determine Specific Training Needs:* Such assessments include but are not limited to those pertaining to general staff/organizational safety training needs (as determined by *safety audits*); workplace safety training, and other training needs assessment processes for a variety of routine and non-routine training; oversee and monitor CDL Training Program and all related training components; serve on Safety Committee and conduct regular Health & Safety Committee meetings; attend Emergency Preparedness meetings sponsored by various municipalities; attend/conduct FEMA Incident Command Systems Certifications classes as needed; conduct/attend PVTA Safety & Security Planning/Continuing of Operations meetings; conduct follow-up studies of all completed training to evaluate and measure results and modify programs as needed; and attend other meetings as required.

*Assist with Investigating passenger complaints regarding fixed-route services:* Assist Customer Service Manager with processing complaints by conducting necessary research to determine validity of complaints; obtain facts, analyze all related information, and provide findings to appropriate personnel in a manner that ensures timely resolution; analyze complaint data to determine trends and possible training needs.

*Provide General Support to Bus Operators:* Provide operations support and leadership of Bus Operators during the course of day-to-day operations, especially as such support pertains to training/staff development; assist where necessary; respond to Bus Operator calls for assistance and provide guidance in emergency situations; provide back-up support to dispatch in emergency situations; maintain accuracy of information provided to Supervisors through emails, notices, equipment manuals and dispatch, etc.

*Monitor Procedures related to hazardous waste and chemical /environmental safety compliance:* As called upon to do so, lead Safety Committee in initiatives pertaining to monitoring/procedures related to hazardous waste and chemical/ environmental safety compliance; coordinate efforts with

appropriate maintenance personnel to provide information and training regarding proper waste disposal, spill containment and other environmental issues in compliance with federal and state regulations; ensure maintenance of current hazardous waste documentation and reporting for regulatory agencies and maintain permits pertaining to systems and annual/biannual reporting; keep up to date with OSHA regulations and perform regular audits of Company monitoring and reporting procedures regarding environmental safety; coordinate efforts with Director of Maintenance and other appropriate personnel to ensure compliance in all related policies, procedures, regulations and reporting including Hazmat Spill Containment and Hazard Communications (Hazcom); ensure that appropriate personnel maintain current status of MA UST A/B Operator licensing from MA DEP.

*Provide General Assistance to Operations:* Assist Director of Operations with a variety of activities including but not limited investigating employees' work-related injuries; as needed documenting discipline and related follow-up on verbal/written disciplinary actions; monitoring attendance for Operations and Maintenance department; compiling documentation as needed related to discipline, labor relations, supervisor work schedules, monthly reporting requirements, GFI fare box login and exception processing, assist with Avail exception processing as needed, PVTA pass types/rules, etc.; assist General Manager with tasks related to monthly and quarterly Safety & Security Audits for SATCo/VATCo.; assist Lead Data Systems Manager with new equipment/training needs including new technology implementation, vehicle announcement, and AVAIL radio equipment capabilities, etc.

*Provide safety training:* Conduct needs analyses, examine accident/incident and trend data to determine safety-related training and/or re-training needs, develop and deliver appropriate training to personnel and issue manuals, bulletins, and technical guides to improve safety, services, and operational activities; provide wheelchair securement training as needed; and evaluate needs and make recommendations where appropriate for additional equipment.

*Provide training and assistance to VATCo Operations Manager:* Provide direct assistance to VATCo operations in all areas of training described above, as needed; keep lines of communication open and facilitate sharing of information as needed.

*Other:* Coordinate Information with Local Entities as needed and maintain open communication with related constituencies; coordinate efforts with Department of Public Works to minimize impact of traffic signals, construction, detours, inclement weather, etc., on customer travel, as well as all other relevant operational information; devise detour plans for imminent service impediments; create notices and detour routing/map information for Bus Operators; notify Customer Service staff of routing changes for proper notification to customers.

Assist with maintaining Massachusetts Driver Verification System for SATCo/VATCo operators & maintenance to monitor CDL licensing requirements; and assist operators with MA RMV FMCSA requirements for CDL self-certification compliance.

Conduct Safety Inspections

Perform other duties as assigned. .

## **Summary of Education and/or Experience**

Associates Degree with a minimum of 3-5 years related experience and/or training; or equivalent combination of education and experience. Position requires demonstrated training experience, both in small groups in a classroom setting; must be able to employ multiple training/teaching methods; experience conducting needs assessments and developing and delivering training programs from beginning to end; excellent communication, organizational, and interpersonal skills; must be comfortable making group presentations and be able to teach others effectively; demonstrated ability to deal with multiple constituencies at all organizational levels with high degree of professionalism; ability to understand state, federal and other related regulations; must have experience conducting routine investigations, compiling data and interpreting findings; ability to read and interpret documents such as safety rules, policy procedure manuals, and other instructions and incorporate into daily functions; ability to write routine reports and correspondences; prior management and/or supervisory experience; three years experience as a bus operator or equivalent in a related field is preferred.

## **Certificates, Licenses, Registrations**

Valid Commercial Driver's License with Passenger and Airbrake Endorsements; Acceptable driving record; Massachusetts DEP A/B Operator License.

**Supervisory Responsibilities:** Provides direct supervision, oversight and mentoring of the Training Coordinator and two (2) CDL Trainers; ; provides support supervision to Operations Supervisors as needed. Provides ongoing constructive feedback and mentoring of training staff; conducts annual performance evaluations of training staff.

**Reports to:** This position reports directly to the Director of Operations.

**Supervision From:** Director of Operations and Assistant Director of Operations.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

*Analytical* - Collects and researches data; Uses intuition and experience to complement data.

*Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

*Technical Skills* - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

*Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

*Interpersonal Skills* - Maintains confidentiality; Keeps emotions under control.

*Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

*Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

*Judgment* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

*Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality* - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

*Quantity* - Completes work in timely manner; Works quickly.

*Safety and Security* - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions.

*Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

*Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

*Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.

*Initiative* - Undertakes self-development activities; Takes independent actions and calculated risks; Asks for and offers help when needed.

*Innovation* - Meets challenges with resourcefulness; Presents ideas and information in a manner that gets others' attention.

*Mathematical Skills-* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

*Reasoning Ability-* Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to view, sit, talk, and/or hear. The employee is occasionally required to stand, walk, climb stairs (i.e., on bus), and use hands to finger, handle, or feel and reach with hands and arms. Moderate use of computer, keyboard, and mouse; Specific vision abilities required by this job include vision, color vision, and ability to adjust focus, with frequent viewing of computer screen and video equipment is required. The employee must also lift and/or move up to 10 pounds on an occasional basis. Ability to travel within 25-mile radius is required (use of company vehicle may be provided).

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts (steering wheel, door mechanism). The employee is frequently exposed to wet and/or humid conditions, outside weather conditions and vibration. The employee may also be occasionally exposed to fumes. The noise level in the work environment is usually moderate.