Position: Transportation and Operations Supervisor
Reports to: Facilities and Operations Manager
Status: Exempt
Revised Date: October 2021

ChicagoCAC employees are expected to perform their job duties and act in a manner consistent with the Core Values of the organization.

Responsibility Summary:

The Transportation and Operations Supervisor is responsible for the daily transportation schedule, vehicle maintenance, and safely transports clients, staff, partners, and items to and from ChicagoCAC and other designated locations in a timely manner. The Transportation and Operations Supervisor is also primarily responsible for scheduling of all security and reception personnel and conference room scheduling. The Transportation and Operations Supervisor will also provide back up for the Facility and Operations Manager.

Primary Responsibilities:

Transportation
- Prepare daily schedule of drivers to ensure adequate coverage for clients, relaying schedule to all team members.
- Arrange transportation coverage for changes as they occur, including additions, cancellations, and time or address changes.
- Monitor conditions of ChicagoCAC vehicles, arranging for maintenance and repairs as needed.
- Order transportation supplies as needed, ensuring commonly used items are kept on hand.
- Submit all maintenance, repair, supply, and fuel receipts and invoices to accounting in a timely manner.
- Transport clients and their families to ChicagoCAC and return them home as needed.
- Transport staff, partners, and others as directed.
- Pick up and drop off items and materials for ChicagoCAC staff as needed.
- Treat all passengers courteously and respectfully.
• Operate vehicles in a safe manner, observing all traffic laws.
• Ensure passenger safety, vehicle cleanliness, and routine maintenance.
• Accurately track time taken per assignment and enter into ETO tracking system.
• Communicate effectively with ChicagoCAC Reception to ensure staff, partners, and clients are aware of transportation status/changes.
• Manage purchasing of the bus card and gift card program.

Operations

• Assist in overseeing the maintenance and upkeep of the facility, including building repairs, janitorial and onsite storage.
• Assist in all office moves and changes.
• Manage calendars and coordinate set up for conference rooms for staff, partners and outside guests.
• Assist in special events and projects as directed. Relieve Security and Reception for lunch breaks (when feasible).
• Conducts performance reviews in a timely manner and includes open discussion with the employee.
• Maintain, log and request files from offsite file storage facility.
• Purchase all client food for facility and equipment for Transportation.
• Responsible for maintaining key inventory, security systems and phone lines.
• Assist Facility and Operations Manager in all tasks as assigned.

Discretion
The Transportation and Operations Supervisor has a mid-level range of discretion and independent decision-making.

Supervisory Responsibilities
The Transportation and Operations Supervisor directly supervises the transportation personnel. Responsible for recruiting, training, and evaluation of direct reports.

Supervisory staff are expected to participate either as a volunteer or paid attendee at organization fundraisers.

Relationships
The Transportation and Operations Supervisor works closely with the Facilities and Operations Manager, Chief Financial and Operations Officer, Support Services, Mental Health, Intake, and Advocacy teams.
Qualifications

- Minimum educational associates degree or equivalent transportation training.
- Preferred Bachelor’s degree.
- Clean driving record and safe driving skills, with a knowledge of Chicagoland streets
- Excellent leadership, teamwork, and communications skills
- Proficiency in e-mail and Internet usage
- Bilingual (English/Spanish) preferred, but not required

Acknowledgement

I have read and understand the expectations outlined in my job description:

________________________________________  _________________
Staff                                      Date

________________________________________  _________________
Supervisor                                Date