



Position Description

POSITION:	Operations Supervisor / Full Time
FLSA:	Exempt
DEPARTMENT:	Operations
LOCATION:	Detroit Toll Plaza
CORE DUTIES:	<ul style="list-style-type: none">▪ Reporting to the Director of Operations.▪ Responsible for the interviewing, hiring and supervision of employees in the Operations Department, U.S. or Canada (Traffic Captains/Traffic Guards, Toll Collectors).▪ Responsible for managing the daily shift operations of the Department.▪ Responsible for managing the maintenance department on off shifts.▪ Act as a liaison between the Company and Government Agencies.▪ Responsible for the health and safety of employees under his/her direct supervision.

DUTIES

General Supervision

- Supervise Toll and Traffic employees.
- Assist in the selection of new employees.
- Train and instruct new and existing staff to perform required job functions.
- Coach, counsel and discipline employees.
- Evaluate staff during probationary periods and review employee performance on a regular basis.
- Assign work to Maintenance Department as required.

Emergency Response & Security

- Supervise the response to operational issues and emergencies on the Plazas and in the Tunnel.
- Review accident and injury reports and conduct preliminary investigations as required prior to submitting same to the Director of Operations.

Contract Administration

- Administer the provisions of the US and CDN Collective Agreements.
- Enforce the Company's Rules and Regulations for Hourly Employees.
- Post bids for Job Vacancies.
- Address grievances and issues of employee discipline.
- Serve as the Company's Step One representative within the grievance process.
- Maintain appropriate records in accordance with Company procedures and the collective agreements.

Scheduling

- Develop shift schedules and supervise work flow.
- Assign overtime and post overtime reports.
- Update time keeping information for the Payroll Department.
- Update No Fault Attendance Logs.

Financial Accountability

- Maintain Supervisors' working fund and accurate logs for the same.
- Issue toll collector working funds.
- Perform manual checkout for collectors.
- Modify collectors "tour of duty" as required.
- Change and secure automatic coin machine vaults.
- Assist with armored service pick-up.
- Assist with DWT internal audits.



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Health & Safety

- Promote and maintain ongoing compliance with health and safety in accordance with company policy and existing and new safety legislation.
- Take all reasonable precautions to protect employees from injury.
- Inform employees of job hazards and train them to do their jobs safely.
- Ensure that employees work safely and use equipment and protective devices properly where required.
- Identify and anticipate concerns and hazards and assist in developing safety policies and procedures.
- Participate in Company sponsored safety training.

Communications

- Maintain communication between toll/traffic division and the Operations Manager.
- Prepare daily, weekly, month-end operational reports for the Operations Manager.
- Recommend improvements to work methods and develop/implement new procedures and policies.
- Communicate with CBP and CBSA to secure adequate primary inspection services.
- Respond to inquiries/ requests for service from emergency services, other departments and senior management.
- Respond to customer issues in a timely fashion in consultation with DWT Customer Service.
- Attend management meetings as required.

Professional Development

- Maintain professional and technical knowledge.

Qualifications:

- University degree or College diploma in Business Administration or equivalent combination of education and experience.
- Minimum 2 years supervisory experience preferred with a proven ability to direct the work of others and to work as a part of a team.
- Valid driver's license
- Ability to work effectively under pressure.
- Strong verbal and written communication skills.
- Strong customer service skills.
- Strong computer skills with proficiency in MS Office applications - in particular Outlook, Word and Excel.

REVISED:

10-09-2017