

JOB SPECIFICATIONS

JOB TITLE: BUS SUPERVISOR

PURPOSE: Improve Bus revenue from each allocated bus through Improvement of customer complaints, enhancement of visibility of supervision staff on the ground and optimisation of the utilisation of allocated buss (es).

REPORTING LINES: The position will directly report to the Operations Superintendent

MINIMUM REQUIREMENTS (QUALIFICATIONS): NATIONAL DIPLOMA: TRANSPORT MANAGEMENT (3 YEARS)

License: N/A.

Computer literacy: Ms-Office (Ms-Word; PowerPoint, Excel, Outlook)

KNOWLEDGE, SKILLS AND ABILITIES:

- Bus dispatching ability.
- Knowledge of wayfarer machines.
- Supervision of employees in a unionised environment
- Skilled in driving a bus;
- Skilled in conflict resolution;
- Knowledge and ability to conduct accident investigation/analysis
- Data entry capabilities.
- Ability to assess and resolve complaints in a satisfactory manner
- Ability to communicate effectively both orally and in writing

EXPERIENCE: N/A

1. IMPROVE CUSTOMER SERVICE (DAILY).

- 1.1 Improve communication between company and commuters.
- 1.2 Take note of and address customer complaints as far as possible and escalate where necessary.
- 1.3 Monitor and report driver driving behaviour on the road (over speeding, not following traffic rules, etc.).

2 ENHANCE COMMUNICATION BETWEEN DRIVERS AND DISPATCHERS.

- 2.1 Monitor, evaluate and revise allocated shifts and the dispatching of buses.
- 2.2 Communicate with Dispatchers on a daily basis and address their concerns including making sure that Bus Operators are aware of the issues raised by Dispatchers and that such issues are attended to.

3 OPTIMISE UTILISATION OF BUSES AND REDUCE OPERATING COSTS ON THE ALLOCATED BUS.

- 3.1 Identify opportunities for Metrobus to extend its services.
- 3.2 Improve collection of reliable data pertaining to passenger numbers and revenue on a daily basis for improved Enterprise resource planning and management purposes.

4 RESPONSIBLE FOR COMPLETION OF THE DRIVER PERFORMANCE AND COMPLIANCE CHECKLIST

5 CARRY OUT GENERAL SUPERVISION, ADMINISTRATIVE AND OTHER OPERATIONS MANAGEMENT RELATED DUTIES AS ASIGNED (DAILY)

**Please send your CV to Kgosane Motshekga kmotshekga@mbus.co.za
closing date: 27 July 2018**