



Duty Supervisor Dural Depot – Hillsbus Fixed Term – Up to 12 months

ComfortDelGro Corporation Australia is the largest private bus operator in NSW. Our subsidiaries, Qcity, Sydney's North West Hillsbus, Hunter Valley Buses and Blue Mountains Transit, provide passenger transport services to Queanbeyan and Canberra, Hunter Valley and Blue Mountains regions. We are part of an international company with an impressive global footprint and a reputation for providing a safe and reliable public transport network that meets customer and community needs.

Objective of the Position

The incumbent is responsible to assist the Shift Managers in the service delivery of private charters and contracted bus services as prescribed through contract requirements, safety in all areas of operations and within the depot, operational performance to budget and ensuring fleet availability for day to day operations providing efficient services according to the standards and requirements of the company and the commercial contracts.

Key Responsibilities

- Monitor and maintain shift rosters (Microsoft Ax) and ensure drivers and buses are allocated prior to the commencement of shifts for the correct management of fatigue and payroll reporting.
- Manage changes to drivers and buses allocation due to accidents, availability of buses and absenteeism in a timely manner.
- Ensure that overtime is efficiently managed to provide the best return of paid resource time and assets for CDC.
- Manage Accident/Incident CCTV and provide factual information pertaining to findings for Shift manager.
- Supervise yard persons in day-to-day duties to ensure that the depot fleet is washed and refuelled.
- Ensure that drivers present to work in a suitable state for duty.
- Ensure that drivers adhere to the prescribed dress code whilst on duty.
- Ensure that all company assets are properly maintained, secured and protected.
- Respond in a timely manner to requests from OCC relating to incidents and/or accidents

POSITION VACANT



- Follow up with drivers and ensure that drivers complete accident/incident forms and ensure that accident/incident forms are passed to Shift Manager.
- Communicate with incoming/outgoing Duty Supervisor and Shift Manager during change-over shift - ensure action plans are executed/followed up.
- Ensure all defects and/or mechanical issues with buses are reported.
- Complete shift reports in a timely manner
- Manage Communication forms, Leave forms, supporting documentation and other information sheets to ensure correct follow up action to be completed.
- Assist with the record keeping for lost property and respond to enquiries of lost property (outside of office hours).
- Liaise with customers on return of lost property including the recording of customer details upon receipt of items.

Skills, attributes and experience which are essential to succeed in this role:

- Strong customer service focus with an ability to understand internal stakeholder requirements and ability to consistently meet expectations
- Demonstrated ability to work independently and as part of a management team
- Ability to keep shared information confidential
- Well-developed communication skills, including interpersonal, oral and written skills
- Ability to analyse data/information and produce value added business solutions
- Able to plan and prioritize own work and initiatives to meet agreed deadlines
- Able to work with minimum supervision in a changing and demanding environment
- Ability to be able to work at different locations and be flexible with working times to assist in achieving CDC's objectives and deadlines
- Hands-on experience in manpower/shift allocation
- Capable of interpreting company policies and procedures and reports
- Ability to manage conflicting priorities whilst delivering on agreed timelines
- Well-developed written and oral communication skills
- Experience in providing direction to staff in a positive and constructive manner
- Well-developed analytical and problem-solving skills
- Knowledge of CDC's Region 4 operational network
- Proficiency with PC applications, particularly in MS Word, Excel and Outlook
- Ability to establish positive relationships and gain cooperation of staff, customers and internal / external stakeholders.

Are you interested?

Please submit your cover letter and resume to jobs@cdcbus.com.au by **27th July 2018** with the subject line 'Duty Supervisor Dural Depot Hillsbus'

