



Job Description

Position Title: Driver Manager
Department: Operations

Position Summary: The Driver Manager position is critical to McLeod Express' success because it is the role that has the most direct link with our most important resources, which are the drivers. A Driver Manager must build trusting relationships with our drivers and make the most productive use of their available hours of service to deliver as much of our customers' products as possible to the market place. All while fostering a culture of world class safety and customer service.

Key Responsibilities:

- 1. Maximize tractor and driver productivity, I.E.:**
 - a. Closely manage the details of every driver/tractor and push to maximize the amount of working trucks on the road Monday through Friday.
 - b. Ensure accurate information in the system including driver status, PTA, RTW, routing, driver payroll and charges, etc.
 - c. Work closely with load planning to keep the drivers under dispatches that minimize delays and fully utilize the drivers' time.
- 2. Minimize driver turnover, I.E.:**
 - a. Build strong relationships with each driver and always maintain a professional, respectful demeanor when communicating with the drivers.
 - b. Always answer the phone and respond to driver messaging in a timely manner.
 - c. Ensure each driver gets home as requested.
 - d. Maximize miles to maximize pay, and work closely with payroll to eliminate payroll errors.
- 3. Reduce accident frequency and maintain a high level of DOT compliance, I.E.:**
 - a. Talk safety on every phone call or in every face to face meeting.
 - b. Work closely with safety to swiftly respond to any accident or incident.
 - c. Route drivers in for scheduled training or counseling. Stress the importance of the coaching session with the driver.
 - d. Work closely with safety to proactively manage all compliance related functions.
- 4. Provide on-time service to our customers, I.E.:**
 - a. Work closely with load planning and customer service to ensure all load plans are serviceable before being dispatched to a driver.
 - b. Track driver movement to ensure they are pacing on time service.
 - c. Verbal dispatch hot accounts, multiple stop loads, new drivers, etc.
 - d. Proactively communicate with the appropriate parties when issues occur.
- 5. Maintain a high level of tractor PM currency, I.E.:**
 - a. Coordinate with load planning and maintenance to ensure tractor PM's are completed before being critically overdue.
 - b. For drivers living within 50 miles of the company shop, we must blend shop time and home time by having Drivers Park at the company shop when they go home.

Job Requirements/Work Area Conditions:

Educational/Experience:

- Bachelors Degree preferred, but not required. One plus year's transportation experience preferred, but not required.

Physical:

- Continuous sitting, repetitive keyboard movements, fast paced, telephone and computer intensive.

Environmental:

- Office environment. Will need to walk between buildings in an outdoor environment.

WORKER ATTRIBUTES

Knowledge - An organized body of information usually of a factual or procedural nature which, if applied, makes adequate performance on the job possible. A body of information applied directly to the performance of a function.

- **Public Safety and Security:** Knowledge of relevant equipment, regulations, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data and property
- **Transportation:** Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **Geography:** Familiar with North American highway system and relevant points in McLeod network (yards, terminals, fueling points, etc.)
- **Clerical:** Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
- **Customer and Personal Service:** Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Policy and Procedure:** Knowledge of company policy and procedures, with special focus on driver handbooks and policy guides.

Skills - The proficient manual, verbal or mental manipulation of data or things. Skills can be readily measured by a performance test where quantity and quality of performance are tested, usually within an established time limit. Examples of proficient manipulation of things are skill in typing or skill in operating a vehicle. Examples of proficient manipulation of data are skill in computation using decimals; skill in editing for transposed numbers, etc.

- **Clerical:** Must be able to type.
- **Talking:** Must be able to clearly relay important instructions and ensure they're understood.
- **Listening:** Giving full attention to what others are saying, taking time to understand the points being made, asking questions when appropriate and not interrupting at inappropriate times.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Time Management:** Manage one's own time and the time of others.
- **Coordination:** Adjusting actions in relation to others' actions.
- **Negotiation:** Bringing others together and trying to reconcile differences.
- **Persuasion:** Persuading others to change their minds or behavior.

- **Service Orientation:** Actively looking for ways to help people.
- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.
- **Operation and Control:** Controlling operations of equipment or systems.

Ability - The power to perform an observable activity at the present time. This means that abilities have been evident through activities or behaviors that are similar to those required on the job, e.g., ability to plan and organize work. Abilities are different from aptitudes. Aptitudes are only the potential for performing the activity.

- **Planning:** Plan, organize and prioritize work.
- **Data and Research:** Gather facts and communicate findings.
- **Interpersonal communication:** Written and verbal expression and clarity.
- **Problem Sensitivity:** The ability to anticipate or recognize problems.
- **Multi-tasking:** The ability to shift between two or more activities or sources of information.
- **Relator:** Able to build lasting bonds with a wide variety of personality types.

Performance Dimensions - Performance dimensions are traits or characteristics used to describe observable workplace behaviors. They provide a framework for managers and employees in which performance can be discussed and evaluated.

- **Service and Sensitivity:** Actions that indicate a consideration for the feelings and needs of others. Responsiveness to the needs of internal and/or external customers.
- **Listening:** Ability to extract information in oral communication. Actively makes an effort to pay attention and hear what someone is saying.
- **Oral and Written Communication:** Effective expression in individual or group situations (includes gestures and non-verbal communications). Effective expression of thoughts and messages in a written format (includes clarity, grammar, spelling, conciseness, etc.).
- **Planning and organization:** Establishing a course of action for self and/or others to accomplish a specific goal: Prioritizing responsibilities and organizing efforts to ensure the timely completion of daily responsibilities, projects, etc. Planning proper assignment of personnel and appropriate allocation of resources.
- **Judgment:** Making rational and realistic decisions which are based on logical assumptions and which reflect factual information and consideration of company's mission and resources.
- **Stress Tolerance:** Stability of performance under pressure and/or opposition.
- **Team player:** Actions are consistent with overall corporate goals and objectives. Ability to work with others. Facilitates and supports cooperative actions. Listens to, and respects, other's contributions. Willingness to express ideas, opinions, and share information.