

Transport Supervisor Job Description

A comprehensive job description template
for Australian transport and logistics businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and transport industry practices at the time of publication. You should review and tailor this template to suit your business, operation type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Transport Supervisor / Operations Supervisor / Fleet Supervisor

1.2 Position Summary

The Transport Supervisor is responsible for overseeing daily transport operations, managing driver teams and ensuring efficient, safe and compliant service delivery. This role combines operational management, staff supervision and customer service to maintain high standards of transport service while meeting business objectives.

The position requires strong leadership skills, transport industry knowledge and the ability to coordinate multiple operational elements including scheduling, compliance, safety and performance management. Transport Supervisors ensure smooth operations and serve as the key liaison between drivers, management and customers.

1.3 Reporting Structure

This position reports to:

- Transport Manager / Operations Manager
- General Manager

This position supervises:

- Drivers (shuttle, delivery, passenger or freight)
- Transport Coordinators
- Other operational staff as assigned

1.4 Employment Type

This position is typically:

- Full-time (38 hours per week)
- Permanent position with supervisory responsibilities

2. Key Responsibilities

2.1 Team Supervision and Management

- Supervise and coordinate team of drivers and transport staff
- Allocate daily tasks and routes to drivers
- Monitor driver performance and provide feedback
- Conduct staff meetings and daily briefings
- Address performance issues and implement improvement plans

- Support staff development and career progression

2.2 Schedule Coordination

- Prepare and manage driver rosters and shift schedules
- Coordinate vehicle allocation and route planning
- Adjust schedules for absences, delays or operational changes
- Optimise routes for efficiency and cost-effectiveness
- Ensure adequate staffing levels to meet service requirements
- Manage overtime and break compliance

2.3 Safety Compliance and Management

- Ensure all operations comply with transport safety regulations
- Monitor driver compliance with road rules and company policies
- Conduct safety audits and vehicle inspections
- Implement and enforce workplace health and safety procedures
- Investigate incidents and accidents thoroughly
- Maintain safety records and documentation

2.4 Performance Monitoring

- Track key performance indicators including on-time performance and customer satisfaction
- Monitor fuel usage, vehicle maintenance and operational costs
- Analyse performance data and identify improvement opportunities
- Prepare reports for management on operational performance
- Implement strategies to improve service quality and efficiency
- Conduct regular performance reviews with drivers

2.5 Driver Training and Development

- Coordinate induction and training for new drivers
- Provide ongoing training on safety, customer service and procedures
- Conduct route familiarisation and vehicle training
- Ensure drivers maintain required licences and certifications
- Mentor drivers and support skill development
- Assess driver competency and address training needs

2.6 Incident Management

- Respond to operational incidents, breakdowns and emergencies
- Coordinate recovery and alternative arrangements when required
- Complete incident reports and insurance claims documentation

- Liaise with police, emergency services and insurance companies
- Handle customer complaints and resolve service issues
- Implement corrective actions to prevent recurrence

2.7 Administrative Duties

- Maintain accurate records of operations, incidents and compliance
- Process timesheets and payroll information
- Manage driver leave requests and availability
- Coordinate vehicle maintenance and servicing schedules
- Ensure regulatory documentation is current and complete
- Prepare operational reports and statistics

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Management

Strong leadership skills to motivate and manage diverse teams. Ability to delegate effectively and hold staff accountable. Experience managing performance and addressing workplace issues constructively.

Communication

Excellent verbal and written communication skills. Ability to communicate clearly with drivers, management and customers. Strong interpersonal skills to build effective working relationships.

Problem-Solving

Quick thinking and decision-making under pressure. Ability to resolve operational challenges and conflicts. Creative problem-solving to optimise efficiency and service delivery.

Transport Industry Knowledge

Comprehensive understanding of transport operations and regulations. Knowledge of chain of responsibility, fatigue management and compliance requirements. Experience with route planning and fleet management.

3.2 Personal Attributes

- Strong work ethic and commitment to operational excellence
- Calm and professional under pressure
- High level of integrity and accountability
- Flexibility to work varied hours including early mornings and weekends
- Detail-oriented with strong organisational skills
- Customer-focused approach to service delivery
- Proactive and solution-oriented mindset
- Ability to work independently and make sound decisions

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Minimum 3-5 years experience in transport operations or logistics
- Previous supervisory or management experience required
- Valid driver's licence (C class minimum, LR/MR/HR preferred)
- Understanding of transport safety regulations and compliance requirements
- Ability to pass police background check

4.2 Desirable Qualifications

- Certificate IV or Diploma in Transport and Logistics
- Certificate IV in Leadership and Management
- Experience with transport management systems and scheduling software
- Knowledge of fatigue management and chain of responsibility legislation
- First aid certificate
- Working knowledge of workplace health and safety requirements

4.3 Technical Skills

- Proficiency with computer systems and transport management software
- Experience with GPS tracking and fleet management systems
- Competency with Microsoft Office (Excel, Word, Outlook)
- Ability to prepare reports and analyse operational data

5. Working Conditions

5.1 Hours of Work

- Full-time position, typically Monday to Friday with weekend work as required
- Early morning starts may be required to coordinate driver departures
- Flexibility to work extended hours during busy periods or emergencies
- On-call availability may be required
- Standard business hours with operational flexibility

5.2 Physical Requirements

- Office-based work with regular visits to operational areas
- May require standing and walking when conducting vehicle inspections
- Ability to conduct site visits and depot inspections

- May need to assist with operational tasks during peak periods

5.3 Work Environment

- Office environment with time spent in depot or operational areas
- Fast-paced environment with multiple priorities
- Regular interaction with drivers, management and customers
- Responsibility for team performance and operational outcomes
- May work across multiple sites or locations

5.4 Presentation Requirements

- Professional business attire or company uniform as provided
- High-visibility clothing when in operational areas
- Professional appearance appropriate to supervisory role
- Safety footwear when conducting depot or vehicle inspections

6. Award Information

6.1 Modern Award Coverage

This position may be covered by the Passenger Vehicle Transportation Award 2020 (MA000063) or the Road Transport (Long Distance Operations) Award 2020 (MA000038) depending on the specific nature of the transport operations. Supervisory positions may also fall under enterprise agreements or individual employment contracts.

6.2 Classification Level

Transport Supervisors are typically classified as:

- Grade 4-5 under relevant transport awards
- Supervisory level with responsibility for staff management and operations
- Classification reflects supervisory duties and operational accountability

The specific classification depends on the scope of responsibilities, size of team supervised and operational complexity.

6.3 Salary and Conditions

Supervisory positions typically receive:

- Base salary above standard driver rates reflecting supervisory responsibilities
- Penalty rates may apply for work outside standard hours depending on employment terms
- Paid leave entitlements including annual leave, sick leave and public holidays
- Superannuation as per statutory requirements

Refer to the applicable award or employment contract for specific rates and conditions.

7. Expected Behaviours

7.1 Leadership and Management

- Lead by example and model professional conduct at all times
- Treat all team members fairly, respectfully and consistently
- Provide clear direction and expectations to staff
- Support and develop team members to reach their potential
- Address performance and conduct issues promptly and appropriately
- Foster positive team culture and morale

7.2 Safety Leadership

- Demonstrate unwavering commitment to safety in all operations
- Enforce safety policies and procedures consistently
- Take immediate action on safety concerns or non-compliance
- Promote safety culture through communication and training
- Ensure all incidents are thoroughly investigated and documented

7.3 Operational Excellence

- Maintain high standards of service delivery and customer satisfaction
- Drive continuous improvement in operations and efficiency
- Monitor and respond to performance metrics proactively
- Manage resources effectively to achieve business objectives
- Resolve issues quickly to minimise operational disruption

7.4 Communication and Collaboration

- Maintain clear, regular communication with team members and management
- Keep management informed of operational issues and developments
- Build effective relationships with customers and stakeholders
- Collaborate with other departments to support business goals
- Document operations and decisions accurately and comprehensively

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV detailing transport and supervisory experience
- Cover letter outlining leadership experience and transport industry knowledge

- Copies of relevant qualifications and certificates
- Copy of driver's licence
- Contact details for three professional referees (including supervisory references)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to discuss experience and management approach
- Second interview with senior management
- Assessment of operational problem-solving and scenario planning
- Police background check and reference checks
- Pre-employment medical if required

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____