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**Requisition Number:** TOWTR010146

**POSITION TITLE:** Tow Truck Driver Supervisor

**POSITION OVERVIEW:** Reporting to the Manager, Internal Towing Operations, this position provides onsite leadership to the tow truck driver team with all IAA Tow Truck Drivers reporting. This position will provide coaching and guidance to the drivers and will coordinate with the IAA Dispatch Team to ensure productivity goals are achieved and all trucks are operated safely at all times.

The Towing Supervisor is responsible to coordinate truck maintenance, driver training, and required licensing administration with other department personnel. The ability to identify continuous improvement opportunities and coordinate process change, in conjunction with management, is critical for success. This position will set the example for the tow truck driver team, so you must know, practice, and ensure all company policies and procedures, as well as state and federal laws, are followed at all times. Perform all duties assigned by the department Manager.

The Towing Supervisor may be required to travel to Catastrophe events, which can require deployment for multiple weeks, as directed by management. Advance notice of the need for travel will be provided by management, but due to the nature of catastrophe events, advance notice could be limited.

**Key Responsibilities:**

- Direct activities related to towing operations and on-time performance goals.
- Plan, organize, and monitor productivity to ensure work is accomplished in a manner consistent with organizational requirements.
- Utilize the towing dispatch system to monitor driver performance.
- Supervise driver activities, provide coaching and training, maintain records and driver schedules.
- Assist the IAA Dispatch Team with effective operation, providing leadership to internal drivers, ensure efficient towing operations.

**Preferred Skills:**

- Tow dispatch experience
- Towing experience
- Knowledge of DOT/Safety regulations
- Associates Degree of equivalent work experience
- Minimum of 3+ Years related experience
- Prior Supervisory Experience

**Competencies:**

- Excellent organizational, analytical, written, oral, and communication skills.
- Strong supervisory experience with attention to detail.
- Establish a confident ability to communicate with vendors and internal associates.
- Conduct safety meetings, enforce safety program.
- Customer service skills.
- General mechanical knowledge of trucks and automobiles.
- Detail oriented.
- Ability to adapt to new technology
- Ability to coach and train staff.