

Intercity Transit
JOB TITLE: Operations Supervisor

BAND	GRADE	SUBGRADE
C	4	1
DEPARTMENT: Operations	DIVISION: Operations	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Fixed Route Manager	SUPERVISION EXERCISED OVER: Coach Operators Van Operators	PAY GRADE: C41
SUMMARY: Supervises the daily activities of transportation operations. Responsibilities include providing dispatch, radio communications, and on-the-road guidance to Coach and Van Operators. Monitors vehicle operation and driver performance and schedules operator relief work assignments.		
DISTINGUISHING CHARACTERISTICS: Supervises Coach and Van Operators and day-to-day transportation operations to include: dispatch, field services, monitoring Operator performance and work. As a Supervisor, supervises Coach and Van Operators. The assignment of specific essential functions to Supervisors will vary according to areas of individual expertise, shift rotation and Agency needs.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Supervises staff to include: conducting performance evaluations; ensuring employees follow policies and procedures; and making disciplinary decisions and recommendations on an as needed basis; prioritizing and assigning operator work.	Daily 20% (B2)
2.	Ensures that Agency standards of safety, courtesy and reliability are met by daily monitoring transit operations for adherence to Agency policies, rules, regulations and schedules. Confers with operators regarding proper safety procedures, defensive driving techniques, customer relation's issues, report preparation and new or revised policies, procedures and schedules; counsels and takes corrective action when necessary.	Daily 20% (C4)
3.	Provides field and dispatch supervision as required; furnishes advice, assistance, and direction with regard to situations that arise as a result of field transit operations; monitors and evaluates operator field activities and skill levels.	Daily 10% (B2)
4.	Monitors transit schedules, routes and equipment through field inspection; investigates and reports on schedule and route deficiencies and problems; recommends changes as necessary.	Daily 10% (B2)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
5.	Documents daily Operations activities using database programs; supervises dispatch functions using computer aided dispatching and automatic vehicle location software; carries out special projects; prepares written reports; and maintains various administrative records.	Daily (B2) 5%
6.	Works with law enforcement and contracted security personnel to provide security to operators and customers. Recommends changes as needed.	Daily 5% (B2)
7.	Reviews and maintains two separate video camera recording systems for vehicles, transit centers and park and ride areas. Provides information to law enforcement and Agency management as needed.	Daily 5% (B2)
8.	Coordinates with the Dial a Lift Dispatch Specialists on vehicle, operator and service related issues.	Daily 5% (B2)
9.	Provides information to the public regarding System services; responds to inquiries and complaints regarding services; assures that appropriate information is provided and problems are resolved. Researches service requests and makes recommendations on findings; acts as liaison for the Agency in general field public relations.	Daily 5% (C4)
10.	Compiles work volume statistics for accounting purposes and to maintain records of customer service requests and complaints.	Weekly 10% (A1)
11.	Executes contingency plans and adapts service for unexpected weather and route conditions, equipment failure, employee illness and similar occurrences.	Weekly 5% (C4)
12.	Periodically monitors calls to observe employee's demeanor, technical accuracy, and conformity to Agency policies.	Monthly 5% (B2)
13.	Prepares and conducts classes; maintains current information needed for new hires and current employees regarding Agency standards and/or new equipment. Maintains state certification for teaching Defensive Driver Testing as well as conducts third party CDL testing.	Monthly As Required

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
14.	Contributes to the goals and objectives of the Department, to include formulation and implementation of operational policies, procedures, and controls to ensure safe and efficient operational activities and adherence to established service, budgetary and customer satisfaction standards. Recommends changes as warranted.	Monthly 5% (B2)
15.	Takes charge of accident or other emergency scenes, ensuring safety and security of operators, customers, and Agency equipment; operates buses or vans when necessary; reroutes buses or vans and adjusts headways in response to field conditions; conducts on-the-scene accident investigation and documentation.	Monthly 5% (C4)
16	Performs other duties of a similar nature or level.	As Required
17.	Must meet regular time and attendance standards	Always

Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Transit practices;
- Operator scheduling practices;
- Equipment malfunctions and related repair methods;
- Accident investigation practices;
- Infectious material disposal.

Skills (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Preparing reports;
- Maintaining logs and records;
- Using applicable hand tools;
- Preparing schedules and routes;
- Providing customer service;
- Handling multiple tasks simultaneously;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associates Degree in a related field and four years of experience as a transit operator; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (position requirements at entry):

- Class B Commercial Driver's License with Passenger and Air Brake Endorsement.

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

Physical Requirements:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 5/2005 Sections: Distinguishing Characteristics & Duties: # 1

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR