



October 2017
FLSA: Non-Exempt
Safety Sensitive

TRANSIT OPERATIONS SUPERVISOR

Hourly Rate: \$28.74 - \$38.51 with benefit package

Filing Deadline: Open Until Filled

DEFINITION

Under direction, provides day to day supervision and oversight of El Dorado Transit's vehicle operator and dispatch operations functions; oversees all demand response scheduling, ensuring efficiency and productivity, and oversees all ADA requests and scheduling; regularly conducts monitoring duties associated with road vehicle operation supervision, vehicle trials, fare vault audits and daily vehicle inspection; oversees and ensures appropriate staff training; assists in policy and procedures implementation; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management staff. Exercises direct supervision over technical, and/or administrative support staff.

CLASS CHARACTERISTICS

This is a full supervisory-level classification that exercises independent judgment on diverse and specialized transit services, needs and operational requirements, with significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day transit vehicle operations and dispatch areas and is responsible for providing highly technical support to the Operations Manager in a variety of areas. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Operations Manager in that the latter has full management and supervisory authority for planning, organizing, and directing the full scope of activities of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of vehicle operator and dispatch staff in the Operations Department; assists in the recruiting and hiring of drivers and dispatchers; assists in developing and presenting their initial and ongoing in-service training; provides policy guidance and interpretation to staff; evaluates employee performance and works with employees to correct deficiencies; effectively recommends and implements disciplinary actions and other personnel matters.
- Assists in staff selection and promotion activities.
- Oversees daily operational activities; performs all scheduling tasks associated with drivers such as, bid routes, leave requests, sick coverage; receives immediate "driver not reporting for duty" phone calls; locates replacement drivers to ensure sufficient coverage.

- Performs route planning and implementation tasks; oversees all demand response and ADA requests for services; ensures operational efficiencies and productivity when preparing schedules; checks schedules and routes; notes special passenger pickup locations, route detours, and wheelchair accessibility requirements.
- Schedules and regularly performs monitoring activities such as road supervision, vehicle trial checks, fare vault audits and daily vehicle inspections; prepares reports on same for use in staff performance evaluation and development.
- Ensures the provision of safety training for all assigned staff; coordinates and/or delivers training; schedules and leads regular driver and dispatcher safety and training meetings; provides driver and dispatcher training on emergency evacuation procedures, snow, ice and other weather-related road conditions.
- Provides training for driver certification and maintenance of VTT certificate, Class B, passenger and air brake endorsement; documents all training in the driver training records; acts as liaison with CHP and DMV regarding certification and training record documentation.
- Monitors activities of the assigned work unit; recommends improvements and modifications, and prepares various reports on operations and activities.
- Recommends and implements goals, objectives, policies, and procedures pursuant to El Dorado Transit rules and regulations.
- Responds to customer inquiries or complaints regarding service; provides information and resolves problems; refers to manager as needed.
- Responds to the scene of transit vehicle accidents and passenger incidents; provides on the scene assistance to drivers and passengers; acts as Safety Liaison with various agencies, including police and emergency authorities as necessary.
- Investigates accidents and incidents; makes prompt and accurate reports; reviews investigation with drivers; determines accident preventability; recommends appropriate corrective actions.
- Monitors and directs the work of others related to the bus cleaning program and assists in driving vehicles to and from repair shops.
- Communicates with employees on a consistent basis regarding the quality of their service, including complimenting and recognizing appropriate and exemplary performance, providing direction or training to improve performance and administering or recommending progressive discipline as needed.
- Ensures all dispatch equipment is maintained and in operational condition and that policy and procedures manuals are updated; participates in planning and implementing operations related automated systems.
- Attends and participates in professional group meetings; stays current with new trends and innovations in the field of transit operations.
- Assures that ample supplies and equipment are on hand or on order for the successful operation of the dispatch office.
- Perform communication and dispatch duties on a relief basis or when assigned.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Methods and techniques of scheduling routes and dispatching appropriate vehicles.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to transit operations.
- Driving safety regulations and Vehicle Code provisions governing public transit safe driving practices.
- Geographic locations within El Dorado Transit's service areas.

- Operational characteristics of vehicles and equipment used in transit agencies.
- Operational characteristics of dispatch communication systems and devices.
- Safety practices related to daily transit system operations, and seasonal safety training needs.
- ADA (American's with Disabilities Act) regulations regarding public transit operations.
- Methods and techniques of operator maintenance and vehicle safety inspection.
- Methods and techniques of day-to-day transit operations problem solving.
- Emergency response procedures including First Aid and CPR.
- El Dorado Transit's policies and practices regarding reviewing/reporting accident/incident reports to a third-party administrator.
- Terms and conditions within labor agreements relevant to workforce managed.
- Methods and techniques of evaluating operational efficiencies and making recommendations for improvements.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination including computers and software relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Implement goals, objectives, policies, procedures, and work standards.
- Independently organize work, set priorities, meet critical deadlines, and coordinate multiple priorities with designated timelines.
- Provide driver training in the classroom and behind-the-wheel.
- Organize and present safety and training materials to small and large groups.
- Operate public transit vehicles skillfully and safely.
- Present a positive image of the transit system.
- Demonstrate excellent customer service skills.
- Respond decisively and effectively in resolving problems and emergency situations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain confidentiality of sensitive information.
- Policies, procedures and terminology related to the transit/transportation field.
- Review, investigate, and prepare accident or incident reports.
- Perform transit operations, including transit dispatching and scheduling.
- Perform safe driving practices, safety regulations and Vehicle Code provisions governing the work.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade, and two (2) years of transit vehicle operation experience at a level equivalent to El Dorado Transit's classification of Transit Operator.

Licenses and Certifications:

- Possession of a valid California Class B driver's license with a passenger endorsement and no air brake restriction; and maintain a safe driving record throughout employment.
- Possession of a Verification Transit Training (VTT) certification.
- Possession of or, ability to obtain within twelve (12) months from date of hire, a "Train-the-Trainer" certificate or, similar certification as required by El Dorado Transit.
- Possession of, or ability to acquire a valid First Aid certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment; ability to operate a motor vehicle and visit various service area sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification although standing and walking between work areas may be required; incumbents may be required to infrequently operate a transit vehicle when driving staff are not available. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees frequently work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, hazardous physical substances and fumes. Employees may interact with upset staff or public and private representatives while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work early morning, evening, weekend, holiday, and split shifts as required.

Must be willing to respond to work related phone calls and emergency situations in off hours consistent with operational policies and procedures.

APPLICATION AND SELECTION PROCEDURES:

It is the responsibility of the applicants to ensure delivery of the completed application to the El Dorado County Transit Authority office at 6565 Commerce Way, Diamond Springs, CA 95619 by the deadline. Postmarks are not acceptable. El Dorado County Transit Authority applications must be used. **A current Department of Motor Vehicles official K-4 printout of your driving record must be given to El Dorado Transit to complete your application, upon being called for an interview. It must run no more than 60 days prior to the date of your application being received by Human Resources.** Resumes may be attached but may not be substituted for any portion of the application. All complete applications will be reviewed and the most suitable,

qualified applicants, based on the information provided on their application, will be invited to participate further in the examination process. Depending on the number of qualified candidates the examination process may include application screening and/or oral interview.

EL DORADO COUNTY TRANSIT AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER

Transit Operations Supervisor Supplemental Questionnaire:

As part of the selection process, you must complete this form in its entirety. The information you provide will be used to evaluate your qualifications against the requirements of the position. Your answers will be scored based upon the complexity of the examples, clarity of writing, grammar, and spelling. It is important that you answer each question carefully and completely. Should you need more space than what is provided below, please attach additional sheet(s) with your name and number each question clearly. Please limit your answer to no more than one page per question. Please note, if you leave out any information, you will not be credited, and it will be assumed that you do not possess that particular knowledge or experience.

- 1. Please describe the nature of your current day-to-day responsibilities including the extent of any supervisory responsibilities. Please give specific examples of your work duties.**
- 2. Briefly explain your motivation for applying for this position and the skills and abilities you believe will benefit the agency.**
- 3. Please give an example of your ability to multi-task in a fast paced, high-pressure environment and your ability to prioritize work. Please provide a specific situation (job or personal experience) and include the following: What was the situation? What was your role? What was the outcome?**
- 4. Describe two situations which have occurred during your career that, given the opportunity, you would have handled differently. Explain the action you would have liked to have taken?**

5. Please describe your personnel management approach and your experience with recruitment/selection of employees, training, discipline/terminations, team building and morale?

6. Describe your experience with managing represented employees under a labor contract.

7. Please describe a specific situation in your previous experience where you encountered a significant operational challenge related to transit services (i.e., scheduling, customer service, asset allocation). What strategies did you employ to address the issue and what was the outcome?

8. Please give an example of a time when you had to be quick in coming to a decision in the absence of clear procedure or policy direction. What was the situation? What was your role? What was the outcome?