

TRANSIT SUPERVISOR

PURPOSE

To plan, organize and coordinate transportation operations of the City's public transportation programs; to coordinate with other governmental and transit agencies regarding intercity and intracity transportation programs; provide supervision to transit staff; to perform a variety of technical level tasks related to assigned area of responsibility.

WORKING CONDITIONS

Work is conducted primarily in an office setting and includes pressure generated by frequent interruptions, deadlines, customer complaints, and high volumes of work. The position may require occasional attendance at meetings held in the evening, as well as occasional weekend or irregular hours. Additionally, the role may require occasional operation of a transit vehicle during staff shortages or emergency coverage needs, to maintain essential service delivery.

PHYSICAL DEMANDS

Work may include prolonged periods of sitting at a desk and using a computer. The position may also occasionally require operating a transit vehicle, which involves prolonged sitting, moderate lifting of up to 25 lbs., and occasional bending or stooping. Additional physical demands include light to moderate transporting; frequent grasping, reaching, pulling, and pushing motions; manual dexterity; clear speech for communication; visual and hearing acuity; and sustained attention to detail.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director. Exercises direct supervision over the work of transit staff.

DISTINGUISHING CHARACTERISTICS

Transit Supervisor has the responsibility for providing first line supervision to staff as well as the overall responsibility for coordinating the activities of the City's public transit system.

ESSENTIAL JOB FUNCTIONS – Duties may include, but are not limited to, the following:

Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for transportation programs; implements policies and procedures.

Assists with the development and implementation of transportation programs.

Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities. Plans, prioritizes, assigns, supervises and reviews the work of assigned personnel; establishes and maintains work schedules.

Reviews requests for transit service; determines appropriate routes; and establishes master schedules for weekly and daily service.

Trains and ensures that transit staff are trained on how to safely operate the paratransit vehicle, transport passengers, conduct daily vehicle checks as prescribed by state standards, and other related items in accordance with Federal and State regulations and safety guidelines.

Receives and resolves daily and/or minor operational issues regarding the transit system; coordinates the inspection and repair of transit vehicles in accordance with Federal and State regulations and ensures proper documentation.

Maintains records, gathers data, compiles statistics and prepares documents.

Distributes random drug testing program information to selected transit classifications.

Represents the function on committees, outside organizations, and at staff subcommittees as necessary; coordinates transportation activities with other divisions and outside agencies.

Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.

May assist with the development and monitoring of budget and grants.

Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.

OTHER JOB FUNCTIONS

Fills in, as necessary operating a General Public Paratransit Vehicle (GPPV) on City streets and highways in all weather conditions in accordance with safe driving practices and California Vehicle Codes as needed which includes assisting patrons boarding and leaving the bus; safely operating a hydraulic wheelchair lift; and operating a two-way radio. Performs related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge and Abilities:

Knowledge of principles and practices related to transit operations; pertinent local, State and Federal laws, ordinances and rules; California Vehicle Code applicable to the operation of vehicles for the transportation of passengers; principles and practices of supervision; technical report writing; principles of effective customer service; modern office procedures, methods and computer equipment.

Ability to organize, implement and direct transit program activities; interpret and explain pertinent program and department policies and procedures; develop and recommend policies and procedures related to assigned operations; establish and maintain effective working relationships with those contacted in the course of work; supervise, lead, motivate, train and evaluate assigned personnel; build and maintain positive working relationships with individuals at all levels; interpret and apply Federal, State and local laws, rules and regulations; ensure compliance with FTA regulations, analyze a variety of administrative and technical issues and adopt effective courses of action; compile data, maintain accurate records and prepare clear and concise reports.

Education and Experience:

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. Typical ways to obtain the knowledge and abilities would be:

Education: Equivalent to completion of twelfth grade. Associate's degree from an accredited college with major course work in business administration, public administration, or related field is desirable.

Experience: Two (2) years of progressively responsible experience in the areas of transit or transportation planning, public transit operations, or a closely related fields and one (1) year of coordinating programs and supervising staff.

Other Requirements:

Possession of a valid Class C California Driver's License at the time of appointment and a satisfactory driving record as a condition of initial and continued employment.

Possession of, or ability to obtain, a valid California Class B Driver's License with passenger endorsement and a California Highway Patrol General Public Paratransit Vehicle (GPPV) Certificate within 90 days of appointment.

Satisfactory completion of a DMV medical exam including drug screen and a background check are conditions of employment.

Must submit to random drug and alcohol testing.

Must submit to fingerprinting process.

The ability to speak Spanish is highly desirable.