

Item No. 14



September 5, 2012

TO: Board of Directors

FROM: Steve L. Rosenberg 
Director of Administrative Services

Andrew Mikkelson 
Director of Transit Operations

SUBJECT: Consider Approval of Revised Position Description for Transit Supervisor

I. Executive Summary

The position of Transit Supervisor reports to the Director of Transit Operations and is primarily responsible for monitoring transit operations, supervising operating personnel, observing bus operators for compliance with established rules, regulations, policies and procedures, and investigating accidents and complaints.

GCT will be adding another Transit Supervisor in January 2013 as we prepare for the increased service incorporated into the February 2013 service change. As we plan for that recruitment, staff has reviewed the existing position description and has prepared for the Board's approval a number of revisions. The recommended changes include a thorough and more detailed Job Summary section, expanded Minimum Qualifications which include certain driving record requirements, and an expanded licensing section which adds a preference for additional specific training classes.

Attachment A is the revised position description for Transit Supervisor, in both markup and final formats.

II. Recommendation

IT IS RECOMMENDED that the Board of Directors approve the revised position description of Transit Supervisor.

Concurrence:



Steven P. Brown
General Manager

Attachment

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A Joint Powers Agency of:
City of Ojai • City of Oxnard • City of Port Hueneme • City of Ventura • County of Ventura

**GOLD COAST TRANSIT
JOB DESCRIPTION**

CLASSIFICATION TITLE: Transit Supervisor

NON-REPRESENTED: Management

OVERTIME STATUS: Exempt

SAFETY SENSITIVE: Yes

REPORTING STATUS: Director of Transit Operations

SUPERVISES: Bus Operators

DATE AUTHORIZED: 1973 **REVISED:** September 2012

JOB SUMMARY

Monitors transit operations visually, via radio and NextBus systems to insure the provision of effective public transit service. Assists in monitoring transit service effectiveness. Observes bus operators for compliance with established rules, regulations, policies and procedures. Prepares reports, maintains records, and enforces safety regulations. Investigates accidents and complaints. Provides information and directions to the public, supervises operating personnel and others as needed. Assigns bus operators to routes and assures coverage of all routes. Coordinates with Fleet and Facilities Division to assure proper fleet readiness. Assists Operations Safety & Training Officer and Director of Transit Operations in training and evaluating new Bus Operators. Performs other related duties as assigned, including operating transit vehicle in the event that a bus operator is unavailable. Position is responsible for operations outside normal hours of business activity.

ESSENTIAL FUNCTIONS

The Transit Supervisor has responsibility to:

- Supervise bus operators; monitor employee route performance; provide immediate feedback on performance and prepare formal employee evaluation; observe clock in/out; act as shift starter by assigning buses/operators, call in relief operators; coordinate needed repairs with Maintenance; resolve "on route" problems (e.g., determine what can/can not be brought onto bus) by interpreting policy/procedure, applying operations/safety principles to situation; dispatch

Job Description – Transit Supervisor

special trips, as necessary; ensure established bus schedules are met; maintain records of operational activity.

- Investigate complaints and accidents; respond to emergency field situations to observe result of incident, conduct investigation, take corrective action; write thorough technical reports detailing incident; take photographs; assist passengers in obtaining alternate transportation and by providing information/referral for claims.
- Plan and conduct technical skills and safety training; develop training plan and materials; evaluate participant performance; reinforce training through in-field coaching and performance review.
- Make field inspections of bus stops for signage/benches; make minor repair and/or report damage to bus stop fixtures; check/replenish guide-a-ride/schedule displays; check on-time performance of routes.
- Oversee office complex during hours outside of normal office hours; ensure lights/TV/security monitors are on/off and the yard is in proper order; secure vehicles not in use; may be assigned non-supervisory field tasks (e.g., pick up parts and deliver documents).

OTHER JOB FUNCTIONS

May drive an uncovered/special route. May be assigned to act as Director of Transit Operations in absence of Director. Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

- High school diploma or GED
- Equivalent of three years of experience in transit or motor truck operations coupled with some responsibility for and/or training in dispatch, supervision and scheduling or two years of recent experience as a public transit operator
- Within the last three years, and up to the date of hire:
 - No more than one moving violation
 - No more than one (1) traffic accident reported on the DMV H-6 printout. *If a traffic accident reported on your DMV H-6 printout was not your fault, you must attach acceptable proof to your application to be given further consideration*
 - No arrests for driving under the influence of alcohol or drugs that result in a criminal conviction, and
 - No administrative suspension or revocation of driver's license for driving under the influence of alcohol or drugs

and

Job Description – Transit Supervisor

Knowledge of:

- Principles and practices of supervision, including work assignment, safety training and work performance evaluation.
- Employee coaching/counseling techniques;
- Complaint, incident and accident investigation.
- Bus scheduling routing practices.
- Practices and techniques of passenger relations and marketing.
- Dispute, incident and complaint resolution techniques.
- California Highway Patrol and Department of Motor Vehicles rules and regulations governing operation of public passenger vehicles.
- Safety principles and practices as related to motor coach operation.

and

Ability to:

- Supervise Bus Operators
- Plan and conduct technical skills and safety training.
- Investigation/resolve complaints and incidents.
- Prepare detailed reports of incidents/accident.
- Respond to and determine the appropriate course of action in stressful/emergency situations.
- Communicate with others of diverse socio-economic backgrounds.
- Understand and explain laws, regulations and policies governing transit operations.
- Make decisions and independent judgments.
- Demonstrate tact and diplomacy.
- Collect and analyze information to draw logical conclusions and take appropriate action/make appropriate recommendations.
- Secure cooperation and team work among transit staff and deal firmly and fairly with employees/customers of various backgrounds and temperaments.
- Maintain accurate records and document actions taken.

LICENSES AND OTHER REQUIREMENTS:

- Valid Class B California driver's license with passenger endorsement and air brakes.
- Valid Verified Transit Training (VTT) card, or the ability to obtain one.

Preferred additional requirements:

- TSI Bus Operators Instructor Certificate / DOE Bus Operators Instructor Certificate

Job Description – Transit Supervisor

WORKING CONDITIONS:

Environment

- Office environment
- Outdoor environment
- Driving a vehicle to conduct work

Physical Abilities:

- Speaking to make presentations
- Sitting for extended periods of time
- Repetitive use of hands in operation of bus
- Occasional lifting and carrying
- Climbing up and down bus steps

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OVERTIME STATUS: Exempt

SAFETY SENSITIVE: Yes

REPORTING STATUS: Director of Transit Operations

SUPERVISES: Bus Operators

DATE AUTHORIZED: 1973 **REVISED:** November,
2009 September 2012

JOB SUMMARY

This class is responsible for the first-level supervision over transit operations. Monitors transit operations visually, via radio and NextBus systems to insure the provision of effective public transit service. Assists in monitoring transit service effectiveness. Observes bus operators for compliance with established rules, regulations, policies and procedures. Prepares reports, maintains records, and enforces safety regulations. Investigates accidents and complaints. Provides information and directions to the public, supervises operating personnel and others as needed. Assigns bus operators to routes and assures coverage of all routes. Coordinates with Fleet and Facilities Division to assure proper fleet readiness. Assists Operations Safety & Training Officer and Director of Transit Operations in training and evaluating new Bus Operators. Performs other related duties as assigned, including operating transit vehicle in the event that a bus operator is unavailable. Position serves as shift supervisor and is responsible for operations outside normal hours of business activity/office hours.

ESSENTIAL FUNCTIONS

The Transit Supervisor has responsibility to:

- Supervise bus operators; monitor employee route performance; provide immediate feedback on performance and prepare formal employee evaluation; observe clock in/out; act as shift starter by assigning buses/operators, call in relief operators; coordinate needed repairs with Maintenance; resolve "on route"

Job Description – Transit Supervisor

problems (e.g., determine what can/can not be brought onto bus) by interpreting policy/procedure, applying operations/safety principles to situation; dispatch special trips, as necessary; ensure established bus schedules are met; maintain records of operational activity.

- Investigate complaints and accidents; respond to emergency field situations to observe result of incident, conduct investigation, take corrective action; write thorough technical reports detailing incident; take photographs; assist passengers in obtaining alternate transportation and by providing information/referral for claims.
- Plan and conduct technical skills and safety training; develop training plan and materials; evaluate participant performance; reinforce training through in-field coaching and performance review.
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~~High school diploma and equivalent of three years of experience in transit or motor truck operations coupled with some responsibility for and/or training in dispatch, supervision and scheduling.~~

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Job Description – Transit Supervisor

- No administrative suspension or revocation of driver's license for driving under the influence of alcohol or drugs

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Knowledge of:

- Principles and practices of supervision, including work assignment, safety training and work performance evaluation.
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