



## **OPERATIONS SUPERVISOR**

**Salary Range- \$65,012.06-\$79,022.57**  
**Excellent Benefits & CalPERS Pension Plan**  
**First Review of Applications: June 17, 2019**

### **JOB SUMMARY**

Monitors transit operations visually, via radio and NextBus systems to ensure 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 Department to assure proper fleet readiness. Assists Operations Safety & Training Supervisor and Operations Manager 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 Operations Supervisor responsibilities may include:

- 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/cannot 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.
- 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 bus route. May be assigned to act as Operations Manager as assigned. 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
- Must have a valid and current driver's license, one that is not currently suspended or restricted
- No "at fault" accidents within the last five years
- A good driving record

### **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.

### **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

Ability to obtain the following:

Valid Verified Transit Training (VTT) card

TSI Bus Operators Instructor Certificate / DOE Bus Operators Instructor Certificate

### **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

### **EXAMINATION**

The examination will include one or more of the following parts:

- Application review
- Written Exam
- Oral interview

### **DISCLAIMER**

This job description is not construed to be an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by the supervisor, department head or general manager.

### **HOW TO APPLY**

To apply please submit all three items listed below:

1. **GCTD Application** (Applicants may obtain an application at [www.gctd.org](http://www.gctd.org))
2. **Cover Letter**
3. **Resume**

Please submit for GCTD employment via:

- Email to: [hr@gctd.org](mailto:hr@gctd.org)
- In-person or by mail to:  
**Human Resources Department**  
**GOLD COAST TRANSIT DISTRICT**  
**301 East Third Street**  
**Oxnard, CA 93030**

#### **SELECTION PROCESS:**

All applications will be evaluated on their related work experience and education qualifications. GCTD will invite the most qualified candidates for an exam and oral interview. All applications must be filled out completely and must clearly show that the minimum requirements are met. All statements made on the application are subject to investigation and verification. Invalid applications are subject to disqualification. **The GCTD applications must be fully completed. Any questions unanswered may cause you to be excluded from the selection process.**

#### **PRE-EMPLOYMENT PROCESS:**

The pre-employment process includes a job specific pre-employment job function analysis, a DMV K-4 print-out and a DOT drug and alcohol screening to be completed by an industrial health clinic; background and references will also be checked. All offers of employment are conditioned upon successful completion of this pre-employment process.

#### **ABOUT GCTD**

Gold Coast Transit District (GCTD) is a special purpose transit district that provides public fixed route and paratransit service in the cities of Ojai, Oxnard, Port Hueneme, Ventura and the unincorporated areas of Ventura County. With nearly 4 million passenger trips provided each year, GCTD is the largest public transportation operator in Ventura County. The fleet includes 56 buses and 24 paratransit vehicles all powered by clean natural gas supplied by an on-site CNG fueling station. In 2014 Gold Coast Transit District was named Small Agency of the Year by the California Transit Association.

#### **Compensation Package**

- Medical, Dental and Vision Plans
- Flexible Spending Account (FSA)
- Paid Vacation
- Paid Sick Leave
- Paid Holidays
- California Public Employers Pension Plan (CalPERS)
- 457 Deferred Compensation Plan
- Life Insurance
- Longevity Pay

### **Immigration & Control Act of 1986**

In order to comply with the provision of this law, all applicants prior to placement must provide proof of work eligibility and attest that they are a citizen, permanent resident alien, or otherwise authorized to be employed.

### **Equal Opportunity Employer**

Gold Coast Transit District is an Equal Opportunity (at will) Employer and does not discriminate on the basis of race, color, creed, ancestry, national origin, gender, sexual preference, gender identity, religion, age, veteran status, physical or mental disability, mental condition, or any other category protected by state or federal law.

In compliance with the Americans with Disabilities Act (ADA), if you need special assistance, please contact GCTD's Human Resources at (805) 483-3959. EOE