



TRANSIT SUPERVISOR

Hourly Salary Range - \$31.25 - \$43.74

Excellent Benefits & CalPERS Pension Plan

A current Department of Motor Vehicle (DMV) print-out H-6 must be submitted for consideration

First Review of applications will begin Friday, October 31, 2018

Open Until Filled

JOB SUMMARY

Monitors transit operations visually, via radio and GPS/AVL systems to ensure the provision of effective public transit service. Assists in monitoring transit service effectiveness. Observes bus operator 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 vehicles in the event that a bus operator is unavailable. The 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/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 route. May be assigned to act as Director of Transit Operations in absence of Director. Perform other related duties as assigned.

May be assigned vacation coverage and temporary relief duties as required.

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

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 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

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

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

- Application review
- Written test
- Performance test
- 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, manager, director, or general manager.

HOW TO APPLY

Applicants may obtain an application at www.gctd.org.

To apply please submit **application and H-6 DMV Printout** by E-mail to: hr@gctd.org

**Or in person or by mail to:
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 physical and drug screening to be completed by an industrial health clinic; criminal background and references will also be checked. All offers of employment are conditioned upon successful completion of this pre-employment process.

This position is designated safety sensitive and is required by the Federal Transportation Administration to have a drug and alcohol test administered prior to employment and is subject to random drug and alcohol testing during employment.

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.

Employment Benefits

Paid Vacations ▪ Paid Holidays ▪ Retirement Plan ▪ Cumulative Sick Leave ▪ Group Health Insurance ▪ Longevity Pay ▪ Life Insurance ▪ Deferred Compensation Plan ▪ Paid Physical Examination

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