

## TRANSIT SUPERVISOR II

### **DEFINITION**

Under general direction, supervises daily transit operations and services in order to ensure efficient and effective delivery of transit services.

### **SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Transit Operations Manager or designee. Exercises supervision over assigned staff.

### **DISTINGUISHING CHARACTERISTICS**

A Transit Supervisor II supervises assigned staff, including Transit Supervisor I's, coordinates and participates in daily activities such as radio control operations and training; and implements and enforces Division operation policies and procedures. Transit Supervisor II is distinguished from Transit Operations Manager in that incumbents of the latter direct the overall operations of the Transit Operations Division. It differs from Transit Supervisor I in that incumbents are the first-line supervisor.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*May include, but are not limited to, the following:*

Plans, schedules, supervises, and coordinates the work of assigned staff engaged in daily transit operations, establishes measureable goals, and makes recommendations to the Transit Operations Manager.

Monitors radio control operations to ensure compliance with applicable local, state, and federal statutes, rules and regulations.

Participates in day-to-day staff coaching, training, and development; conducts assessment and analysis in order to evaluate employee performance, technical and procedural needs; counsels employees to correct deficiencies, and provides feedback regarding corrective action.

Investigates service interruptions and policy violations, responds to field situations or incidents requiring intervention, and resolves service interruptions in a timely and efficient manner.

Monitors the performance of all Bus Drivers to ensure routes are being run as scheduled and that driving hours do not exceed State or Federal limitations.

Coordinates with maintenance staff regarding the installation and maintenance activities of bus shelters, benches and bus stops.

Participates in a variety of meetings, committees, and/or other related groups to receive and convey information.

Prepares and reviews reports, memoranda, logs, correspondence and other data.

Depending on assignment, evaluates overall performance of transit operations through special projects.

Depending on assignment, provides driver training, safety and skills, on the job observations, and uses relevant evaluation data to assist in revising or recommending changes in training programs.

Performs related duties as required.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Rules, regulations, and standard operating procedures of the transit system.

Principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Personnel rules and regulations; principles and practices of modern supervision; employee motivation; and progressive discipline.

Collective bargaining agreements.

Restoration of service techniques.

Training principles and methodology.

#### **Skill to:**

Operate office equipment, a computer and a variety of word processing and software applications.

Operate a motor vehicle and/or transit bus safely.

#### **Ability to:**

Exercise independent and sound judgment and handle matters of a confidential nature.

Communicate effectively, both orally and in writing.

Plan, organize, and direct the work of subordinate staff.

Establish and maintain effective working relationships with those contacted in the course of work.

Operate a radio system.

Learn and operate applicable transit systems and applications.

### **MINIMUM QUALIFICATIONS**

Graduation from an accredited college or university with a Bachelor's Degree in transportation, business administration, public administration or related field;

### **AND**

Three years of experience in transit operations with the City of Fresno Transportation Department, or with a comparable transit system, two of which shall have been in a supervisory capacity. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

### **Special Requirement**

Possession of a valid Class "C" California Driver's License, or equivalent, required at time of appointment.

Must be able to obtain a Class "B" California Driver's License with Passenger endorsement prior to the end of the probationary period and maintain throughout assignment.

APPROVED: (Signature on File)  
Director of Personnel Services

DATE: 4/2/2018

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