

## TRANSIT SUPERVISOR I

### **DEFINITION**

Under general direction, supervises the day to day assignments and performance of Bus Drivers on an assigned shift.

### **SUPERVISION RECEIVED/EXERCISED**

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

### **DISTINGUISHING CHARACTERISTICS**

Transit Supervisor I is the first-line supervisory class in the Transit Operations Division. Incumbents coordinate the activities of Bus Drivers and implement and enforce division operating procedures. Transit Supervisor I is distinguished from Transit Supervisor II in that incumbents of the latter coordinate the activities of the programs and staff. It differs from Bus Driver in that incumbents of the latter operate buses on assigned routes and do not exercise supervision.

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

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

Assigns and supervises the daily assignments of buses, bus drivers, and other assigned staff in accordance with applicable local, state, and federal statutes, rules, and regulations.

Monitors route service; restores service in cases of delay or interruptions to service; investigates service interruptions, rule infractions, and accidents.

Investigates and resolves customer complaints and minor grievances.

Prepares a variety of reports, memoranda, logs, correspondence, and other documents.

Conducts assessment and analysis in order to evaluate employee performance; recommends corrective action, commendations, and other personnel actions to department management.

Responds to any field situations or incidents requiring intervention.

Identifies service problems and recommends improvements.

Depending on assignment, checks drivers in at the beginning and completion of runs; rides with drivers to evaluate performance and make corrections and suggestions as necessary.

Depending on assignment, provides driver safety and skills training and uses relevant evaluation data to revise or recommend changes in training programs.

Depending on assignment, serves as system controller for radio control operations, and ensures compliance with applicable local, state, and federal statutes, rules, and regulations.

Depending on assignment, supervises the operation of demand-response paratransit service.

Performs related duties as required.

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

#### **Knowledge of:**

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

Safe bus operating practices, and the hazards, safety rules, and precautions in bus operation.

#### **Skill to:**

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

#### **Ability to:**

Supervise drivers in operating buses on schedule, and to act quickly in making substitutions and meeting emergency situations.

Coach and train drivers in correct operating and safe driving practices.

Operate buses skillfully, safely, and according to traffic laws and regulations.

Investigate and resolve customer complaints courteously and tactfully.

Resolve minor grievances and disciplinary actions.

Perform limited repairs to buses and equipment.

Maintain records and prepare clear and concise reports.

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

Communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS**

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

**AND**

Three years of experience in transit operations. Additional qualifying experience may be substituted for the required education on a year for year basis.

**Special Requirements**

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.

Depending on assignment, may be required to obtain and maintain additional certificates and/or license.

APPROVED: (Signature on File)  
Director of Personnel Services

DATE: 5/17/2018