

## **TROLLEY SUPERVISOR**

### **DEFINITION**

Under general supervision, supervises the daily assignments and performance of Trolley Operators on designated and special routes; promoting trolley service to the public including maintaining information concerning routes, schedules, points of interest and entertainment; and performs related work as required.

### **SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Trolley Manager. Exercises supervision over assigned staff.

### **DISTINGUISHING CHARACTERISTICS**

The Trolley Supervisor classification is focused on supervising the daily assignments and performance of Trolley Operators who operate a transit trolley bus. Responsibilities include implementing and enforcing trolley services policies and procedures; monitoring routes and reviews delays or other service interruptions; reviewing passenger complaints; responding to incidents in the field as needed; reviewing service issues and recommending process improvements; training Trolley Operators on work procedures and methods including riding with staff to evaluate performance and correct any issues; maintaining information concerning routes, schedules, points of interest and entertainment to promote trolley service to the public; and perform related work as required.

Incumbents may be assigned to work any shift as directed including days, nights, evenings, weekends, and holidays.

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

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

Supervises and coordinates the work and activities of assigned staff in accordance with applicable local, state, and federal statutes, rules, and regulations. Responsibilities include scheduling, coordinating, assigning and evaluating the work of staff and issuing corrective action when necessary.

Monitors route service; reviews and responds to interruptions in service; ensures compliance with policies and procedures; evaluates work procedures and methods and recommends changes when necessary.

Communicates and interprets policies, rules, regulations and procedures to staff and the public.

Reviews complaints from passengers and provides timely resolutions.

Maintains information concerning routes, schedules, entertainment, restaurants, and points of interest in the area; promotes trolley service to the public.

Provides safety and skills training and uses relevant evaluation data to revise or recommend changes in training programs.

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

Operates cellular devices, a vehicle intercom system, radios and other communication devices as needed; completes various reports as needed, such as daily operation and accident reports.

Reviews pre-trip and post-trip inspection of trolley bus and identifies any damage or defects in vehicle equipment for rider and driver safety and convenience; reports all defects or deficiencies to the appropriate personnel.

May perform light repair work on transit vehicles.

May be required to operate a trolley bus.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

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

Traffic laws, ordinances, and rules applicable to operation of a trolley bus.

Safety policies and safe work practices related to trolley operations.

Local geography including streets, routes, and destinations within the City of Fresno.

Basic record keeping practices.

Principles and practices of effective customer service.

### **Skill/Ability to:**

Supervise, interview, select, train, evaluate, discipline and promote staff; ensure trolleys operate on schedule and mitigate any concerns with scheduling or routes.

Coach and train Trolley Operators in correct operating and safe driving practices.

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

Review and resolve complaints courteously and tactfully.

Evaluate work procedures, methods and standards; recommend and implement changes as necessary.

Perform limited repairs to trolleys and associated equipment.

Maintain records and prepare clear and concise reports.

Establish and maintain effective working relationships with staff, passengers and the public.

Ensure passenger safety and a positive ridership experience.

Promote and maintain information on points of interest, entertainment, schedules and routes.

Operate all standard equipment in transit vehicles including safety harnesses, restraints, and other equipment consistent with federal, state or local regulations.

Review pre-trip and post-trip inspections to ensure the trolley bus and equipment is in a safe operating condition and report any deficiencies to appropriate personnel for appropriate corrections.

Communicate effectively, both orally and in writing.

Operate modern office equipment including computer hardware and software applications.

Operate a trolley and/or motor vehicle safely.

## **MINIMUM QUALIFICATIONS**

### **Education:**

Possession of an Associate's Degree from an accredited college or university in transportation, public or business administration or a closely related field.

### **Experience:**

Three (3) years of experience in transit or trolley service operations. Additional qualifying experience may be substituted for the required education on a year for year basis.

### **Special Requirement(s):**

Possession and continued maintenance of a valid Class A or a valid Class B California Driver's License with Passenger endorsement at the time of appointment. Failure to maintain the required license shall be cause for termination from this classification.

Possession of a certificate of completion of a Transit Supervisor Certificate from the U.S. Department of Transportation – Transportation Safety Institute prior to the end of the probationary period. Failure to obtain the required certification within the specified time period shall be cause for termination from this classification.

Possession of a certificate of completion of an Instructors Course for Transit Trainers Certificate from the U.S. Department of Transportation – Transportation Safety Institute prior to the end of the probationary period. Failure to obtain the required certification within the specified time period shall be cause for termination from this classification.

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

APPROVED: (Signature on File)  
Director of Personnel Services

DATE: 4/11/2025

NEW: SM:vd 4/21/2025