



POSITION DESCRIPTION

POSITION TITLE: Operations Supervisor

SUPERVISOR: General Manager

SCOPE OF RESPONSIBILITY:

The Operations Supervisor is the individual primarily responsible for the administration and supervision of all fixed route and Dial-A-Ride functions. In this capacity, the incumbent will direct his/her section as well as incorporate that section into the overall team environment within Amador Transit so as to produce a high quality transit system that exceeds the expectations of the community.

The incumbent will administer, direct and supervise all general public transportation services and operations including dispatch. It is the job of the Operations Supervisor to ensure that all day-to-day operations are on the street and functioning according to schedule in a safe and efficient manner. On-going responsibilities include: providing annual performance reviews of all operators and dispatchers, ensuring that adequate staff is employed and trained so as to maintain service levels within budgetary constraints, designing and maintaining systems as necessary to collect and distribute pertinent data such as employee records and ridership statistics.

The Operations Supervisor, under the guidance of the general manager, is responsible for the development and overall administration of the annual Operations section goals, objectives and operational parameters. The establishment of which then provides the basis for the Operations section's operating budget. Within that budget, the Operations Supervisor must establish the following: staffing levels; systems design and implementation, regulatory compliance, personnel scheduling, data collection and records management, and all other functions related to providing quality, day-to-day Operations throughout Amador County.

The Operations Supervisor is responsible for providing the most visible component of Amador Transit's product to the community and must be available to do whatever it takes to ensure that that product is safe, efficient and reliable as the very reputation of the agency is on the line every day. This is a key position that requires leadership, diplomacy and people skills.

The Operations Supervisor represents the interests and assets of the Operations section before other section supervisors within the overall structure of Amador Transit so as to include their section, as appropriate, in the decision making process of the agency as a whole.

ESSENTIAL FUNCTIONS

- Supervises Operations Section employees.
- Supervises the delivery of services in a safe, efficient and customer-friendly manner in accordance with applicable policies, procedures and contracts.
- Prepares all necessary reports relevant to the functions of Operations.
- Supervises training tasks, such as new operator hire training, remedial operator training; coordination of group training and maintaining/submitting records of such training.
- Completes ongoing operator and dispatch performance evaluations.
- Conducts accident and incident investigations and reports to the General Manager.
- Provides follow-up for customer contacts, responds to customer complaints and contacts and reports to the General Manager
- Supervisors and assists General Manager in establishing routes. Responsible for design and production of schedules, brochures, transit guides. Develop operator run-cuts and implement any schedule changes.
- Effectively motivates operators in a positive manner and in accordance with agency core values and performance code.
- Perform on-call duties as required.
- Establish and maintain relationships with supervisory personnel from neighboring transit agencies, as well as other relevant public agencies (CalTrans, Public Works, School Districts, etc.)
- Determine method, means and number of personnel by which operations and services are conducted in the most efficient method possible, while maintaining budgetary and regulatory restraints.
- Manage Dial-A-Ride services so that productivity levels are maintained at or above the minimum.
- Coordinate all services so that the most efficient use of personnel and equipment is achieved.
- Interface with other Amador Transit Supervisors and Managers in a team environment.
- Performs on-call duties as required, monitoring system operations during off-duty hours.
- Represent Amador Transit to the larger community.
- Follow direction from the General Manager.

KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma or GED required; advanced education/training in people management desirable.
- Ability to obtain a Class B CDL with passenger endorsement and air brake restriction lifted.
- Demonstrated ability to lead others.
- Ability to make decisions and work independently.
- Demonstrated commitment to customer service.
- Knowledge and experience with all Microsoft Office or related programs.
- Documented knowledge of and experience in public transit, including the delivery of fixed-route and ADA Paratransit Operations.
- Ability to work effectively with the public, management staff, fellow employees and other agencies, conveying accurate information and remaining professional and courteous with customers and with staff at all times.

SPECIAL REQUIREMENTS

- Must pass a pre-employment substance abuse test as a condition of employment. This position is considered safety-sensitive, as defined by the Federal Transit Administration (FTA), thus it is subject to random drug and alcohol testing and is subject to all other types of substance abuse tests as described in the policy.
- Upon obtainment of a Class B CDL, must successfully pass the CDL physical exam and must maintain a physical condition, as monitored by periodic CDL re-examinations, which allows completion of all assigned duties.
- If selected for the position, documentation of United States citizenship or an alien lawfully authorized to work in the United States will be required to establish identity and work authorization in accordance with the employer's obligation under the Immigration Reform and Control Act of 1986.
- Acceptable driving record.

WORK SCHEDULE

Full-time standard workweek (40 hours) during normal business times. Hours may vary according to work schedules and tasks to be accomplished with evening and weekend work necessary at times to accomplish the duties of the position as determined by the General Manager.

SALARY & BENEFITS

Wage and benefits based on the Amador Transit's Non-Represented Staff Policy.

This position is an exempt position, as defined by the Fair Labor Standards Act (FLSA).

PHYSICAL DEMANDS:

(Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%)

Sitting:	Frequently, sitting at a desk, in meetings and riding buses
Standing/Walking:	Frequently, walking to/from vehicles, supervising
Driving:	Frequently, as may be necessary
Lifting/Carrying:	Occasionally, up to 25 pounds
Bending/Squatting/Kneeling:	Occasionally
Pushing/Pulling:	Occasionally, with maximum force of 5 pounds, while steering vehicles, opening/closing vehicle doors
Reaching:	Occasionally, above head in vehicles for controls and signs
Twisting:	Occasionally, at waist and neck while driving
Talking/Hearing:	Continuously, communicating with customers and staff in person, by telephone and radio
Wrist/Fine Finger Manipulation:	Frequently, when operating radio and vehicle controls and typing at a keyboard

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Amador Transit is an equal opportunity employer and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation or any other basis prohibited by federal, state or local law. Please let Amador Transit know if you need accommodation in order to participate in the application process.