

SPOKANE TRANSIT
POSITION DESCRIPTION
FOR
TRANSPORTATION SUPERVISOR

NATURE OF WORK

Position is responsible for providing first line supervision in the daily operations of the fixed-route service, including the maintenance of safe, efficient service; safety of operation; adherence to Spokane Transit's policies; and the relationship of company employees to the general public. Work requires the application of independent judgment based on considerable knowledge of the functions of the fixed-route system and all related labor contracts and provisions. Work requires the ability to apply sound supervisory principles and techniques, plan, arrange and prioritize own work; and follow established STA procedures, policies and practices. Work and information handled may be of a nature requiring confidentiality and the exercise of discretion.

SUPERVISION

Receives direction from the Transportation Manager.

ESSENTIAL FUNCTIONS

Supervises assigned unit of Coach Operators and assist in meeting STA's service standards.

Example of Duties

Monitors and evaluates the performance of Coach Operators assigned to incumbent's unit and makes appropriate recommendations with respect to commendations, promotions, suspensions, discharges or other disciplinary actions.

Receives and responds to inquiries from the general public, including complaints or compliments directed toward STA or its operations staff.

Maintains up-to-date information on matters relating to routes, fares, transfer privileges and other service issues.

Cooperates with representatives of public safety and other municipal and county departments in handling traffic tie-ups, accidents, and special routings; cooperates with STA's maintenance department in handling equipment failures and damaged equipment.

Communicates unusual occurrences or circumstances, complaints, suggestions or other matters that may impact the Authority to appropriate staff; keeps members of assigned unit informed of all matters relating to their jobs and general interest to Spokane Transit.

Maintains records of all assigned unit employees, including passenger reports, accidents, attendance and infractions of STA rules and regulations.

Maintains continuity, efficiency and effectiveness of Spokane Transit's fixed-route service by dispatching vehicles and operating personnel

Example of Duties

Assures maintenance of schedules and compliance with all operating policies, procedures and service standards; assists operations personnel in rectifying complex or unusual work problems in the field or office.

Monitors two-way radio transmissions to assure operators are observing schedules; identifies service disruptions and initiates corrective action; monitors adequacy of service and recommends adjustments.

Makes necessary vehicle assignments and informs relief dispatchers of any special circumstances or conditions affecting service delivery. Maintain payroll timekeeping through STA's data processing system.

Monitors operating practices to assure compliance with STA's rules and regulations; and report violations to appropriate staff.

Monitors conditions affecting passenger loads and service delivery, including special events, industrial shutdowns, and changes in hours and street conditions.

Perform on-the-road supervision of Coach Operators; monitors service delivery; and observe conditions affecting schedule and service compliance.

Example of Duties

Supervises personal conduct of operators on duty, their handling of equipment and their relationships with passengers and the general public, to protect and safeguard the interests of Spokane Transit and the general public, and to insure passenger comfort and safety.

Investigates accidents involving STA equipment or personnel on duty. Assures that all policies are carried out as they relate to completion of witness cards, operator accident reports and related matters. Prepares comprehensive accident reports; ensures that service is resumed as soon as practical. Provides passenger assistance as needed.

Checks bus stops, shelters and park and ride lots for cleanliness and safety. Assists operators with difficult passengers, maintenance difficulties and hazardous driving conditions.

Must be punctual, reliable and maintain regular attendance in order to contribute individually to the efficient and effective delivery of transportation service to the general public.

Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of their position duties.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties and training as dictated by their supervisor.

MINIMUM REQUIREMENTS

Training and Experience: One year work experience as a public transit coach operator or dispatcher, during which the applicant has, by his/her performance, demonstrated relevant leadership and problem solving skills.

License: Must possess a valid driver's license and Commercial Driver's License from the state of residence and maintain a good driving record.

Physical Capabilities: Physical activity of the position requires the ability to sit, stand, walk, squat, stoop, twist, balance, push, pull, grasp and finger.

The sensory requirements of the position include visual acuity to determine color, depth and field of vision; and the ability to receive detailed information through oral communication and to make discriminations in sound.

The physical requirements of the position require the ability to exert up to 50 pounds of force occasionally and/or up to 10 pounds of force frequently and a negligible amount of force constantly to move objects. Incumbent is subject to inside and outside environmental conditions.

Computer Skills: Proficiency in computer skills; experience in Microsoft environment preferred.

SELECTION FACTORS:

Considerable knowledge of public and mass transit operations, transportation scheduling and administrative practices and methods. Ability to plan, schedule and review the work and performance of subordinates in a manner conducive to proficient performance and high morale.

Ability to rapidly learn the activities, policies and procedures of Spokane Transit operations and organization of all applicable local, state and federal laws, regulations and procedures.

Ability to direct the management of complex records, compose and understand complex and detailed correspondence and technical reports and to perform all duties and responsibilities with a minimum of referral to the Transportation Manager.

Ability to establish and maintain good public and employee relations and induce cooperation in complex organizational relations.

Ability and willingness to make decisions; assume responsibility; inspire, teach and develop employees, and analyze and solve problems. Ability to write clear, concise and accurate reports containing both written and numeric expression.

WAGE

As provided for in the labor agreement with ATU 1598.

AA/EEO

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Date

Employee Signature