



July 2023
FLSA: Exempt
Grade: 45
Salary Range: \$71,591 - \$94,208

OPERATIONS SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing driving, dispatching, and other supporting duties within the Operations Division; plans and coordinates comprehensive employee safety training programs, as well as driver routes and schedules; facilitates communication and serves as a liaison between operators, dispatchers, supervisors, and management; provides detailed procedures to employees; responds to technical questions from employees; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations General Manager. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment on diverse and specialized transit operations activities with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff in the Operations Division; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively administers initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the Operations Division work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Participates in annual budget preparation and administration; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures; requisitions materials; approves purchases; assists with procurement processes for products and services.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, and files; ensures the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Develops curriculum and implements, coordinates, and monitors training materials, lesson plans, training schedules, and evaluation materials; determines specialized training needs in conjunction with management staff; facilitates classroom, behind-the-wheel, and individualized training and retraining in the safe operation of vehicles and equipment to comply with federal and state guidelines and requirements; provides training and support for staff using paratransit scheduling software.
- Responsible for leading the safety and security components; implements safety management system programs and other safety-related policies and procedures. This position may respond to incidents, such as collisions, passenger injuries, or security concerns and leads investigations.
- Ensures compliance with Department of Transportation (DOT), Federal Transit Administration (FTA), Nevada Highway Patrol (NHP), California Highway Patrol (CHP), Federal Motor Carrier Safety Administration (FMCSA), Americans with Disabilities Act (ADA), and Department of Motor Vehicles (DMV) rules and regulations. Implements, coordinates, and prepares for safety audits.
- Develops weekly operation staff work schedules; adjusts driver schedules due to absenteeism; ensures adequate coverage for fluctuating capacity; assists in scheduling Department of Transportation (DOT) physical exams and random drug and alcohol testing procedures.
- Reviews and analyzes current and future transit routes and schedules as they relate to ridership and District operations; participates in route design, creation of vehicle blocks, and run cuts.
- Inspects and verifies work in progress and completed work of assigned employees and contractors for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Ensures efficient, reliable, and safe operation of the District's transit fleet; inspects equipment failures; coordinates maintenance and repair of District vehicles.
- Develops and implements safety management system programs and other safety-related policies and procedures; responds to and investigates incidents such as collisions, passenger injuries, or security concerns, as well as insurance claims and other safety matters; manages safety and security related contracts; coordinates Root Cause Analysis, as required.
- Serves as Operations Manager, as assigned; serves as a relief Transit Operator in emergencies.
- Maintains files, databases, and records related to transit operations; prepares a variety of written reports, memoranda, and correspondence; assists with audits and inspections.
- Represents the District in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of transit operations.
- Labor laws and the District's collective bargaining agreement
- The District's employee handbook
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility, including Department of Transportation (DOT), Federal Transit Agency (FTA), Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), National Incident Management System (NIMS), and Americans with Disabilities Act (ADA) regulations.
- Principles and procedures of record keeping.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, apply, and explain all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Train employees on software systems utilized by operations staff.
- Conduct needs assessments and evaluations.
- Make or suggest non-routine decisions on a regular basis.
- Act as project coordinator, program coordinator, or project supervisor, working with more senior project manager.
- Manage small portions of larger projects, with senior project management review.
- Conduct effective public presentations.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Read, understand, and interpret blueprints, plans, and specifications.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Five (5) years of increasingly responsible experience in the transit industry, of which three (3) years should be in a supervisory or lead capacity in transit operations.

Licenses and Certifications:

- Possession of a valid California or Nevada Driver's License, to be maintained throughout employment.
- Possession of, or successful acquisition within 60 days of employment, a valid "Class A" or "Class B" Commercial Driver's License with Air Brake and Passenger Endorsements, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in a shop and field environment; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; vision to detect shades of color, read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job requires frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work areas. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff. Employees must wear and use the proper Personal Protective Equipment (PPE).

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in a shop and field environment and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be flexible and available to work various shifts on weekdays, weekends, evenings, overtime, and holidays.