

TRANSIT OPERATIONS SUPERVISOR

DEFINITION

Under general direction, performs a wide variety of professional, administrative, and analytical transportation/transit-related work, including contract management and participation in program planning and evaluation; represents the City on various committees and boards; and performs other related duties as assigned. Provides administrative support to the Public Works Director.

CLASS CHARACTERISTICS

The Transit Operations Supervisor is a non-management supervisory classification in the Department of Public Works. The position is expected to independently perform a wide variety of transportation/transit-related duties, including but not limited to transportation and transit planning, management of the transit system, and analysis of transit operations.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Essential duties include, but are not limited to the following:

Assists in the planning, management, and administration of the City’s transit services, including contract management and coordination and supervision of assigned staff; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties.

Analyzes and reviews administrative, staff, and operational transit-related systems; compiles and interprets statistical data; conducts studies and surveys and provides research on a variety of local and regional transit issues; gathers and interprets data; writes a variety of administrative and technical reports.

Assists in managing contract transit operations and maintenance providers; represents the City with regional and local agencies relating to transit activities.

Assists in the development of marketing and promotional materials; gives presentations relating to transit use opportunities to service organizations, local employers, and other interested or key transit target groups.

Assists in the preparation of short-range and long-range transit planning; assists in the development of operational routes and schedules.

Prepares and monitors Transit Performance Indicators through development of various spreadsheets and programs to analyze program performance such as ridership and service quality.

Assists the Human Resource Department with the substance abuse prevention program and the Drug and Alcohol Program; maintains Department of Transportation files and aids in the reporting for Random Pull Program; monitors Substance Abuse Prevention Policy and aids with updates as needed; ensures compliance with program requirements as outlined in 49 CFR Part 655 and 49 CFR Part 40 within the department.

Assists in the preparation of the annual budget for the Transit Division; monitors and evaluates spending.

Oversees and aids with the management, procurement, and application of grants as deemed suitable for the transit division by the Transit Administrator/Dispatcher.

Assists in the planning, maintenance, and management of transit-related facilities.

Selects, trains, and evaluates personnel; supervises training and safety practices.

Establishes positive working relationships with representatives of community organizations, state and local agencies and associations, city management and staff, and the public.

QUALIFICATIONS GUIDELINES

Education and/or Experience

The following generally describes the knowledge and abilities required to enter the job and/or be learned within a short period in order to successfully perform the assigned duties.

Education: Equivalent to graduation from an accredited two-year college with Associate Degree in public, business administration or a closely related field. A Certificate in Transit Management is highly desirable and may substitute for one year of the required education; or 5 years of applicable Transit administration experience as deemed suitable by the Public Works Director.

Experience: Minimum of two years of professional transportation/transit experience. Additional qualifying experience may substitute for the required education on a year-for-year basis.

Special Requirement: Must possess and maintain a valid California Commercial Driver's License Class B with passenger endorsement; or as required to drive all motor vehicles within the Transit Fleet (must be enrolled in the Department of Transportation Drug and Alcohol program) and be able to obtain a printout of an excellent driving record from the DMV. Must possess a current and appropriate DOT certification at all times. Ability to obtain a General Public Para Transit Vehicle (GPPV) and Verification of Transit Training (VTT) Certification required. Possession of, or ability to obtain prior to completion of the probationary period may be required, a Mass Transit Training Certificate issued by the Transportation Safety Institute or California Department of Education.

Knowledge, Skills, and Abilities

Knowledge of: Principles, practices, and techniques of working with municipal or regional transit operations; grant writing and administration; fixed route and Para-transit programs; budget development and administration; methods and techniques for vendor and contract service negotiations and administration; research and analysis techniques; methods and techniques of supervision, training and motivation; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Assist in the planning, managing, and coordination of the City's transit services, including overseeing the financial aspects of the division; identify and prepare applications for a variety of transit funding program grants; serve as a liaison, when assigned, to other agencies providing transit services; provide day-to-day oversight and administration of the Division's budget; plan, organize, train, evaluate, and direct work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; operate an office computer and variety of word processing, spreadsheet, and software applications; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

PHYSICAL PROFILE: Category I; 4, 5, 6, 7, 12, 13, 18, 19, 20.