



## Position Description

**Title:** Operations Supervisor  
**Department:** Operations  
**Supervisor:** Director of Operations  
**Status:** Full-time; Non-Exempt; Hourly; Non-Bargaining  
**Hours:** Monday – Saturday; hours may vary

### Summary:

This position carries the primary responsibility to oversee, monitor, and ensure safe, convenient, on-time, effective operations of all services; including customer relations and operator supervision and assistance.

### Essential Duties & Responsibilities:

The following is intended to describe the general content of and requirements for the performance of this job. This job description is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements. Other duties may be assigned and required:

- Responsible for the daily supervision of Fixed Route and Access paratransit operations; provides guidance and assistance to operators.
- Directs and controls all street operations to prevent or minimize any delays or other exceptions to the established schedules.
- Establishes appropriate detours when regular routes are closed or blocked due to construction, storm damage or other unavoidable occurrences.
- Monitors progress of probationary operators.
- Issues disciplinary actions in accordance with Company policies and procedures when appropriate, providing counseling and coaching to operations personnel as needed. Also issues commendations to operators when appropriate.
- Responds to accidents or incidents providing detailed reports including photographs, measurements, and witnesses; assists operator as needed; conducts post-accident and incident investigations.
- Investigates and responds to Passenger Service Reports (PSR); completing follow-up reports and drafting recommendations for resolving issues.
- Implements and monitors safety programs; provides information in the form of recommendations which may improve overall safety of operations.
- Assists in the training of new operators and re-training of regular operators including on-the-road and classroom instruction as needed.

- Gathers data and prepares reports as requested by management. Submits daily written reports of activities as assigned or required by management.
- Maintains appropriate communication with operators, maintenance, and management personnel, providing suggestions and taking an active role in operations issues.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions.

**Education and Experience:** High school diploma or GED plus a minimum of five (5) years supervisory experience.

**Language Skills:** Exceptional written and oral communications skills for both internal and external communications.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**Certification, Licenses, Registrations:** Must have a clean driving record and have or be able to obtain a Class B Commercial Driver's License with passenger and air brake endorsements.

**Other Skills and Abilities:** Must have mid-level computer skills working with Microsoft Office (Word, Excel). Must have thorough knowledge of transit operations including DOT rules and regulations.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk and hear. The employee is frequently required to stand, walk, and sit. The employee is occasionally required to climb or balance and stoop. Normal talking and hearing abilities, with or without remedial medical equipment, are necessary. Specific vision abilities required by this job include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus. The employee must be able to regularly lift up to 10 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work is performed primarily using a Company supplied vehicle to observe both Access and fixed route bus routes as well as in the Administration offices. While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions. The noise level in the work environment is usually moderate. The employee, in the normal course of business, will be subjected to outside weather conditions.

**Supervisory Responsibilities:** Supervises all full-time and part-time fixed route and Access operators.

I have read and understand the requirements of this position and am able to carry out the essential functions of the position with or without reasonable accommodation.

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Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date