

**POSITION:** TRANSPORTATION OPERATIONS SUPERVISOR

**LOCATION:** Bishop

**JOB DESCRIPTION**

**SALARY:** Starting salary is \$36.25 per hour

**DEFINITION:** Under general supervision, responsible for the efficient, safe and on-time movement of ESTA transit operations through the supervision of operational staff and oversight of ESTA vehicle fleet.

**ESSENTIAL FUNCTIONS** include, but are not limited to the following:

- Supervise operations personnel, including bus operators, driver trainers, dispatchers and Operations Assistants; including assigning work, training, performance evaluations, and administration of discipline
- Serve as a key member of small core management team
- Develop and maintain a high level of staff productivity, teamwork and morale.
- Responsible for the entire fleet of ESTA vehicles, including preventative and corrective maintenance, assignment of vehicles, purchase, maintenance & assignment of ancillary vehicle and driver equipment required to optimally operate all ESTA public services;
- Ensure the timely repair of vehicles and adherence to preventive maintenance programs;
- Oversee and maintain the safe and scheduled operation of ESTA vehicle fleet;
- Make recommendations regarding schedule adherence and other operational needs or problems
- Interact with passengers, motorists and other members of the public to resolve issues involving ESTA employees and/or equipment
- Monitor the performance of drivers and dispatchers by reviewing daily reports, monitoring radio communications, meeting with staff and accompanying staff on work assignments
- Arrange for scheduled and routine vehicle maintenance
- Instruct or monitor ongoing instruction of new operational employees
- Engage in disciplinary action of employees and participates in first level disciplinary or ongoing grievance hearings as needed
- Coordinate and communicate with vendors and other outside organizations regarding vehicle repairs, etc
- Monitor and analyze routes, operator and dispatcher schedules and make recommendations to promote efficient and reliable transit services
- Travel throughout the ESTA service area to monitor Operator performance and interact with the riding public
- Enforce established policies and procedures with operational staff, with emphasis on safety standards

- Respond to emergency situations on buses
- Train employees and supervisors regarding safety related issues
- Train operational staff on ESTA policies & procedures and on all relevant equipment
- Assist the Driver-Trainers to instruct new and experienced drivers in the proper use and operation of ESTA vehicles and equipment
- Develop or monitor the development of operational staff work schedules
- Make recommendations to management staff regarding operational or procedural issues
- Oversee the certification and licensing of driving staff, including Ca Drivers License, CDL training certification, VTT certification, and GPPV
- Act as liaison with Ca. Highway Patrol, Ca. Dept. of Motor Vehicles and other applicable State and Federal Agencies
- Perform driver or dispatcher duties, as needed (ie; to cover absences or emergencies)

**Knowledge of:** Principles and techniques of supervision including leadership, employee motivation and team-building; principles of progressive discipline; personal computers and commonly used software for word processing and internet access; English usage, grammar, punctuation and spelling.

**Ability to:** Maintain effective communication with employees in a team environment; effectively learn, interpret and apply ESTA policies, rules and regulations; communicate effectively in English, both orally and in writing; maintain composure in stressful situations and resolve complaints in a satisfactory manner; continually multi-task and prioritize work; handle matters of a confidential nature; supervise, motivate and provide training to a large number of employees; operate standard office equipment; maintain accurate records; review, investigate and resolve complaints and issues of concern to Bus Operators, other operational staff, and members of the general public in a tactful and courteous manner; prepare accurate and factual investigative reports; stay abreast of changing governmental regulations.

**Experience/Education/Training:**

- Equivalent to three years in a progressively responsible, professional capacity
- Equivalent to two years supervisory experience, preferably in a transportation-related profession
- Equivalent to completion of the 12<sup>th</sup> grade. Up to two years of college coursework preferred. A Bachelor's degree in business administration, public administration or a directly related field may be substituted for up to two years of required experience.
- Management level experience in bus operations a plus.

**License/Certification:** Must possess or obtain and maintain a valid Class B California Driver's License with passenger endorsement. Must possess or be able to obtain and maintain a General Public Paratransit Vehicle (GPPV) Certificate or School Bus Driver Certificate.

**Special Requirements:** Must be able to work outside regular business hours depending on the demands of the job, and in usual or emergency situations. Must successfully complete a background investigation and physical examination, including drug screen prior to employment. This position is subject to drug & alcohol testing requirements pursuant to Federal law.

**Physical Requirements:** Must maintain the physical condition necessary to; 1) perform tasks in an office setting and operate standard office machinery, 2) safely drive a variety of vehicles, sit in a vehicle continually or intermittently for up to four or more hours per day, 3) enter & exit vehicles quickly and frequently; stand, walk, stoop, bend, and climb bus stairs frequently; grasp, lift, hold and manipulate under 20 lb items frequently and occasional lifting of heavier items up to 50 lbs.