

**EASTERN SIERRA TRANSIT AUTHORITY  
OPERATION SUPERVISOR – Mammoth Lakes**

ESTA is recruiting for an Operations Supervisor for its Mammoth Lakes location. This fulltime, year-round position will provide managerial and operational support for all of ESTA's operations in the Mammoth Lakes area. This position supervises approximately 25 drivers, dispatchers and utility personnel. Job description and application are available online at [www.estransit.com/jobs](http://www.estransit.com/jobs). First round of application review will be October 2, 2023.

Starting Salary: \$35.29 per hour. (Includes \$2.00 per hour Mammoth Premium Pay)

Benefits include:

- PERS Retirement: Classic 2%@55 formula, PEPRA 2%@62 formula
- Health Insurance
- Paid Holidays
- Comprehensive Leave
- Vision/Dental/Hearing Reimbursement
- MMSA Ski Pass
- Life Insurance

Eastern Sierra Transit is an Equal Opportunity Employer.

**POSITION:** TRANSPORTATION OPERATIONS SUPERVISOR

**LOCATION:** Mammoth Lakes

**JOB DESCRIPTION**

**SALARY:** Starting salary is \$35.29 per hour (includes \$2.00 per hour Mammoth Premium Pay)

**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.