

MEDINA COUNTY COMMISSIONERS

Job Description Operations Supervisor Transit



SUMMARY

Reporting to the Transit Director, the Operations Supervisor is responsible for the administrative work involved in the planning, coordinating and supervising of the daily operations of Medina County's public transit system, paratransit, communications and maintenance operations (MCPT) including, but not limited to, developing route and schedule assignments for bus operations and purchasing equipment and supplies for operations. Plans, directs and coordinates activities of Transit personnel to provide passengers with fast, efficient, and safe transportation personally or through subordinate supervisors. Establishes and promotes the maintenance of a safe, accident free, and healthy work environment. Ensures compliance with County, local, state and federal regulations regarding transit and fleet operations such as vehicle safety, driver certifications and training and alcohol and drug screening; Coordinates dispatching activities, communication operations, and assignment of drivers to obtain optimum use of facilities, equipment, and human resources; Assists in training new drivers; Maintains personnel and operational records; Ensure accurate recording of transit and paratransit ridership data, bus schedule adherence, employee performance, vehicle maintenance, and billing of services.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Direct various personnel actions including, but not limited to, hiring, firing, grievance processing, disciplinary actions, performance appraisals, promotions, and transfers; ensures compliance with collective bargaining agreement, work policies and practices; develops training programs for employees and ensures employees are trained and retrained as required to carry out their duties.
- II. Assigns, directs and supervises transit, paratransit, dispatching and related operations; Checks manifest and dispatch logs for conformance with schedules; Prepares and issues new schedules to operational personnel; Dispatches replacement buses and operators for vehicles involved in accidents vehicle breakdowns. Directs and participates in training of personnel and issues manuals, bulletins, and technical guides to improve services and operational activities; Determines assignments for driving personnel as new routes become available; Verifies cash fares with operator reports and reviews errors with personnel concerned; Reviews payroll sheets for accuracy of hours; Assures route bidding procedures are followed according to collective bargaining agreement.
- III. Directs preparation and retention of dispatch and vehicle operations records and reports; Analyzes performance of transportation/maintenance functions and recommends modifications to improve; Recommends fare revisions, extension of routes, or changes in schedules in order to improve passenger services and increase revenues; Inspects physical facility and buses for such factors as cleanliness, safety, and appearance, and takes required actions in order to meet prescribed standards; Maintains billing system for MCPT supported services; Assures cash handling, and ticket and pass sales systems operate properly; Compiles and submits quarterly and annual reports; Disposes of records according to Medina County's public records policy.
- IV. Assists in developing standards and specifications for all transit vehicles and provides input into specifications for vehicles purchased by MCPT. Prepares and maintains standard operating procedures for maintenance of MCPT vehicles. Develops methods and standards for collecting operating data. Reviews data and makes recommendations for improving the effectiveness and efficiency of operations and service delivery. Provides input and participates in the development and revision of labor contracts with bus operator.

Class #: 54445C Class Title: Vehicle Operations Supervisor Position Control #: 10462.0 Normal Working Hrs from: 8 a.m. to 4:30 p.m.

County of Employment: Medina Working Title: Operations Supervisor Pos # & Title of Supervisor: 63175C - Trans. Services Director

- V. Processes passenger complaints and initiates corrective actions designed to improve customer relations and services; Ensures all complaints concerning transit services are expeditiously and thoroughly addressed and accurate record keeping is maintained; responds to customer inquiries and concerns verbally and in writing; is proactive in identifying and resolving problems. Participates in the investigation of accidents and injuries and cooperates in the preparation of material and evidence for use in hearings, law suits, and insurance investigations; Formulates general safety policies and procedures to be followed by MCPT personnel in compliance with local, state, and federal rules and regulations; Ensures that drivers meet and comply with all federal, state and local health and safety regulations, including CDL requirements. Coordinates reasonable-cause testing and post-accident testing for drugs and alcohol;
- VI. Operates transit bus as needed; Represents the Transit Director when transit issues arise and the Director is not available. Publishes MCPT newsletter. Attends meetings as required. Coordinates promotional advertising program for placards placed on transit vehicles. Maintains and issues building keys;
- VII. Performs other related duties as may be assigned.

Class Title/Position Number of Position(s) Supervised:

**Vehicle Operator 1/ 54441C
Road Supervisor / 16513C**

Department Director: _____

Date: _____

Human Resources: _____

Date: _____

Appointing Authority: _____

Date: _____

	KNOWLEDGE ^ SKILLS ^ ABILITIES	PRINCIPLE DUTIES
Knowledge:	<ul style="list-style-type: none"> (1) Modern principles, practices & methods of public transit operation; (2) Traffic laws, ordinances, rules driving courtesies; (3) Regulations regarding driver/vehicle health & safety; (4) Dispatching procedures; (5) Office management procedures & practices; (6) Standard accounting methods & procedures; (7) Supervisory principles & practices; (8) Working knowledge of statistical techniques; (9) County personnel policies*; 	<ul style="list-style-type: none"> Complies with collective bargaining agreement ; Oversees route bidding procedures; Formulates safety policies & procedures; Complies with federal, state, local health & safety regulations, including CDL requirements; Coordinates reasonable-cause testing post-accident testing; Verifies cash fare reports; Plans fare revisions, routes, & schedules to improve passenger service & increase revenue;
Skills:	<ul style="list-style-type: none"> (10) Operate department equipment; (11) Effectively communicate, both orally in writing; (12) Effectively supervise projects & staff; (13) Develop schedules of service operation; (14) Utilize computer applications appropriate to assigned duties (15) Establish & maintain effective working relationships; (16) Analyze data to reach sound conclusions; (17) Develop, modify utilize management systems; (18) Maintenance of financial operational records; (19) Perform mathematical computations; (20) Read and interpret technical & operational documents, maps, and diagrams; 	<ul style="list-style-type: none"> Supervise transit, paratransit, dispatching operations; Prepare & issue schedules; Analyze performance of transportation & maintenance functions; Recommend fare revisions, extension of routes, or changes in schedules to improve passenger service. increase revenue; Assure cash handling, ticket pass sales systems operate properly; Respond to customer concerns; Improve services & operational activities; Evaluate effectiveness of department;
Ability:	<ul style="list-style-type: none"> (21) Analyze problems, identify alternatives, & negotiate effective solutions; (22) Analyze facts & exercise sound judgment; (23) Understand, interpret explain policies/ procedures*; (24) Maintain accurate records; (25) Establish/maintain effective working relationships; (26) Conduct research, analyze findings, prepare clear & concise reports & recommendations; (27) Work with various cultural ethnic groups in a tactful effective manner; (28) Communicate clearly & concisely, both orally in writing; (29) Supervise & maintain discipline & morale; (30) Prepare well organized, comprehensive written reports; (31) Follow written and oral instructions; (32) Prepare and present oral and written reports, graphic presentations, and technical reports and maintain system operational activity, and performance records; 	<ul style="list-style-type: none"> Supervise transit, paratransit, dispatching operations; Dispatch replacement buses & operators; Train personnel; Issue manuals, bulletins, technical guides; Act on behalf of Director; Review payroll sheets for accuracy; Evaluate effectiveness of department; Process complaints, initiate corrective action; Plan, organize, coordinate, assign & evaluate work of staff; Operate commercial vehicles; Administer collective bargaining agreement; Maintain billing system;

*Learned on-the-job

MEDINA COUNTY POSITION DESCRIPTION ADDENDUM

MINIMUM CLASS REQUIRMENTS

- 1) High school diploma or GED supplemented by Associate's degree (A.A.) or equivalent from two-year college or technical school.*
- 2) Five (5) years experience in managing a fixed route/ on-demand rural transit operation that includes supervision and responsibility for employee management, fleet operations, safety and training.*
- 3) Demonstrate excellent verbal and written communications and presentations.
- 4) Experience with budget development highly desirable.
- 5) Pass drug and alcohol screening.
- 6) Proficient with personal computers is using spreadsheets, word processors, databases, and scheduling software programs.
- 7) Valid Ohio driver's license; ability to obtain Commercial Driver's License (Class C) with passenger endorsement or ability to obtain within one month of appointment and proof of adequate vehicle insurance.
- 8) No record of more than two total moving violations and/or accidents within the last three years.
- 9) No record of operating a vehicle while under the influence (OWI).
- 10) No serious accidents within the last five years.
- 11) No record of operating a vehicle while under the influence.
- 12) No record of revoked or suspended driver's license in last five years.
- 13) No record of hit and run accidents.
- 14) Meet DOT standards for Transit Drivers required by the USDOT.

*An equivalent combination of relevant education and/or experience can serve to provide the required knowledge, skills and abilities.

COMPETENCIES / ESSENTIAL FUNCTIONS

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and on a telephone.
- Sufficient visual acuity or other powers of observation, with or without reasonable accommodation, which permits the employee to operate a commercial passenger bus;
- Sufficient visual acuity or other powers of observation, with or without reasonable accommodation comprehend written work instructions and to review, evaluate, and prepare a variety of written documents and text materials.
- Regularly required to stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment including a personal computer, and to operate a motor vehicle.

- Physical strength and agility sufficient to assist large, elderly and/or disabled individuals to and from the vehicle including utilizing extensive pushing, pulling, bending, stooping and lifting is an essential function of this position.
- Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from of the general public.