



JOB TITLE:	TRANSPORTATION FIELD SUPERVISOR	DIVISION:	BUS
REPORTS TO:	MANAGER OF TRANSPORTATION FIELD SUPERVISOR	EEO CATEGORY:	02 - PROFESSIONAL
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	YES
CLASSIFICATION:	REPRESENTED	LOCATION:	SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

The Transportation Supervisor works under the direction of the Transportation Superintendent and contributes to the achievement of Golden Gate Transit's mission by planning, directing, monitoring and controlling activities required to ensure that efficient, safe and dependable bus service is provided to all Golden Gate Transit customers. This position supervises Bus Operators in the day to day delivery of public transit services; including: supervising road operations to ensure adherence to Operating and Safety Policy and Procedures; interpreting and enforcing District Labor Memorandum of Understanding; maintain continual personal contact with Bus Operators and with the public; monitor and document Bus Operators' performance; respond to and investigate accidents. May be required to operate central radio dispatch equipment and perform dispatcher duties as needed. May be assigned to instruct Bus Operator Safety and Training program and other duties as assigned.

Essential Responsibilities

- Observes transit operations to maintain bus schedules and safety; reports and documents observations
- Establishes effective professional relationships with subordinates through communication and coaching techniques
- Makes decisions, sets objectives and standards, and develops plans for implementation
- Receives, investigates and resolves complaints pertaining to Bus Operators, and takes necessary steps to correct them
- Adjusts bus schedules by temporarily changing schedule or route in case of accident, emergency, or road closures
- Notifies and receives information and instructions from central dispatchers of any emergencies or changes in operations
- Observes and monitors safe operation of vehicles by riding with operators; contacts and corrects operators on procedures
- Issues infractions for violations of Operating Procedures
- Observes conditions of routes for obstructions or unsafe conditions
- Responds to and investigates accidents, which may include interviewing witnesses, taking necessary pictures and preparing reports



- Settles fare disputes and investigates patron complaints or other problems between operators and the public
- Performs schedule checks and route connection checks
- Researches and develops alternative routes for emergencies, road closures and other special service situations
- Prepares operating bulletins, memos and reports
- Ensures that employees under his or her supervision follows established safe work practices and obey all safety rules
- Instructs and monitors operation of farebox, Clipper, and radio systems
- May conduct hearings with Union representative on infractions, documents results and make recommendations for proper action
- Performs dispatcher duties as needed
- Operates central dispatch communications equipment and log all incoming information as needed
- Trains and instructs drivers on safe operation, policies and other procedures
- Prepares post and remove notices to customer at bus stops throughout the system
- Makes determination for post-accident and reasonable suspicion DOT testing
- Transports Bus Operators to and from random, follow-up, post-accident and reasonable suspicion DOT testing sites
- Ensures that employees under his or her supervision follow established safe work practices and obey all safety rules
- Knows and follows the safety and health rules and safe working practices applicable to his or her job
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Knowledge of:

- Supervisory principles and practices
- Driver safety principles and procedures
- State driving regulations
- Geographic area served and of transit lines and schedules
- District guidelines and principles of effective customer service
- Accident investigation procedures
- District policies and labor agreement (MOU) provisions
- Occupational health and safety rules and working practices applicable to this position

**Skills in or Ability to:**

- Demonstrate excellent communication and customer service skills
- Motivate operating personnel new students and operators returning for re-training.; as well as enforce and carry out District rules
- Multi-task and work in a fast-paced environment
- Learn basic mechanics of transit equipment
- Analyze emergency situations accurately and reach decisions quickly
- Troubleshoot wheel chair lift malfunctions
- Train drivers in safety procedures
- Write clear, complete and concise operational reports, bulletins and memos
- Handle confidential matters and keep them confidential
- Be creative and professional in problem solving and working with the public using diplomacy and following. Problem-solve with the public using professionalism and diplomacy
- Interpret and enforce District policies and labor agreement (MOU) provisions
- Perform computerized data entry and basic business office technology functions such as email, spreadsheet lists, and word processing

Minimum Qualifications

Education/Experience Requirements:

- Minimum of two-year college degree in transportation studies, public administration or related field. Additional position related experience above the position related experience outlined in third bullet below, may be substituted on a year for year basis in lieu of degree.
- Five years' position-related experience which must include a minimum of one year of transportation experience and one-year supervisory experience.
- Intermediate or proficient computer skills (i.e. Word, Excel and Powerpoint) is desirable.
- Ability to speak Spanish is desired.

Required License(s):

- Must possess and maintain a current, valid California Driver's License and satisfactory driving record.
- No DUIs or reckless driving infractions within the last 7 years. No more than 2 moving violations within the last 3 years.
- Operates District vehicles on a regular basis.
- Must be able to obtain a Class B Driver's License during introductory/probationary period.

Physical Requirement: Drive up to 40 hours per week. Lift up to 50 pounds in and out of a vehicle. Able to observe bus operations at a variety of locations with or without a vehicle.