

Job Description

Human Resource Use Only

Position Number:

Step/Grade

Effective Date:

POSITION IDENTIFICATION

Position Title: Transit Operations Supervisor
Division: Dept. of Public Infrastructure – Transit Division
Status: Full Time Exempt
Normal Workweek: Monday - Friday

SUPERVISORY RELATIONSHIPS

Reports to: Transit / Building & Grounds Division Manager
Directly Supervises: Transit Drivers, Clerk II, Mobility Manager

POSITION PURPOSE

The Operations Supervisor position provides general supervision and leads the daily operation of the Transit system. This position also routinely performs financial auditing of the fare boxes and cash drawers in addition to performing essential daily tasks. The position includes involvement in all phases of the operation including: fixed route, paratransit and County transportation programs. Some features of this position include frequent interaction with the public; the handling of correspondence; gathering, recording, reporting of operational data, both written and oral; and maintaining all operational aspects of the Maritime Metro Paratransit Program as well as the Manitowoc County transportation programs.

ESSENTIAL DUTIES

- Supervise fixed route operations
- Provide leadership to administrative staff and drivers
- Driver training
- Schedules employees and equipment to facilitate effective and efficient delivery of service.
- Evaluates driver performance and assists with coaching, feedback and discipline.
- Appraises service delivery, stops, equipment, routes, and schedules for deficiencies and makes effective plans and recommendations to improve service delivery.
- Audits Paratransit Operations to ensure compliance with ADA rules/regulations and adherence to the contract.
- Assist in the design of programs that will enhance the paratransit program's effectiveness and marketability.
- Monitor and/or review issuance of ADA certifications to individuals in the MMT service area.
- Assists in accident investigation and documents findings.
- Responds to customer complaints and disruptions.
- Evaluates system operations and makes effective recommendations for staff planning, training and development.
- Assist Transit / Building & Grounds Division Manager with the development of the annual budget. This will include the preparation of necessary spreadsheet reports with regard to

- the paratransit program, ridership, marketing and personnel costs.
- Prepares technical reports, correspondence and other written materials
 - Prepares and organizes media advertising and marketing/promotional events

OTHER DUTIES

- Answer telephones, take complaints, provide accurate and timely information and assistance to the public, refer calls as required and communicate with mobile personnel through two-way radio system
- Maintain, track and prepare the entire bus sign inventory for MMT
- Facilitate, track and keep current any changes necessary to the MMT website
- Other related duties as assigned by the manager.

MINIMUM POSITION QUALIFICATIONS

- Education:** Bachelor degree preferred or high school education with supplemental education/training in supervision, transportation and safety.
- Experience:** Experience with transportation laws and regulations, ADA requirements and DOT regulations. 5 Years minimum Mass Transit experience.
- Certifications/Licenses:** Must possess a valid Class “B-C” Wisconsin Commercial Driver’s License (CDL) with a “P” (passenger) endorsement. This position requires that the employee is licensed to operate a vehicle with air brakes and therefore the CDL must be free of an “L” restriction
- Other Requirements:** No other requirements

KNOWLEDGE, SKILLS, & ABILITIES

This position must have knowledge of methods and techniques to deliver effective public transportation programs. This position also requires the ability to train new drivers to properly operate commercial passenger vehicles under all traffic and weather conditions. This position requires the ability to supervise, organize and evaluate staff. This position must be able to safely and effectively operate a motor coach under inclement and changing weather conditions. This position also possesses the ability to operate a computer and other basic office equipment, and a proficient knowledge of a variety of software including word processing, spreadsheet, data entry and the internet. This position must possess very good interpersonal and public relations skills; have the ability to communicate information in a concise and understandable manner in both oral and written forms; read and assimilate information from correspondence, reports, and industry specific manuals and materials; prepare and present promotional information to the media; and must be able to develop reports necessary for the success of the division with or without the support of the manager. This position requires above average mathematical skills and a high degree of accuracy; ability to accumulate, evaluate and coordinate information and data into comprehensive, easy to understand summaries and reports; have the ability to apply situational reasoning by exercising good judgment, decisiveness, and creativity in an array of conditions and environments; and must be innovative in developing and suggesting new processes that will ensure the continued success of the department. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.

BACKGROUND CHECKS - Condition of Employment

PHYSICAL DEMANDS

The physical demands described herein 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.

Manual Dexterity: While performing the duties of this job, the employee is regularly required to sit, stand, walk, and use both hands to handle, touch, grasp, reach with both arms, talk, hear, and see. The employee may be required to climb, balance, stoop, kneel, or crouch.

Physical Effort: The employee is occasionally required to lift and or move up to 50 pounds.

Working Conditions: While performing the duties of this job, the employee is normally in an office environment or in a motor coach, but at times is exposed to outside weather conditions. The noise level is usually low; however, there is exposure to moderate noise levels due to the close proximity to the bus repair garage.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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