



TRANSPORTATION SUPERVISOR

FC: OC150
PB: G
FLSA: Non Exempt

PC: 890
BU: 31 (AFSCME)
Revised: June 2015

*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.*

DEFINITION

Supervises and coordinates revenue systems support operations; provides management direction and oversight of day-to-day station operations; directs and instructs assigned employees with all work-related policies, practices, procedures, and collective bargaining agreements; provides administrative and analytical support on special assignments; coordinates assigned activities with other divisions, outside agencies and the public; provides highly responsible and complex staff assistance to higher-level management staff; and performs other related duties as assigned.

CLASS CHARACTERISTICS

This is the advanced journey class in the Operations Supervisor series. Positions at this level possess a specialized technical or functional expertise within one area of assignment or may supervise the work of Operations Supervisors.

REPORTS TO:

This position reports to the Assistant Chief Transportation Officer or his/her designee.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Coordinates the organization, staffing and operational activities for revenue system support program in the areas of line, rail, and station operations; provides oversight of staff involved in line, rail, and station operations; provides administrative and analytical support on projects and special assignments.
2. Participates in the development and implementation of goals, objectives, policies and priorities; recommends and implements resulting policies and procedures.

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3. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
4. Conducts special studies and evaluates passenger services; ensures existing systems are functioning at optimum levels; monitors the adherence to District policies, procedures, rules, and regulations.
5. Ensures vehicles and equipment are operated safely and within established guidelines; coordinates on-site and remote activities during emergency situations.
6. Oversees all aspects of Station Operations including customer service, station operating systems and appearance; ensures all staff comply with District standards and policies.
7. Coordinates labor relation matters; investigates rule violations; documents and applies disciplinary procedures; researches grievances to check for contractual violations and develop solutions for avoiding future violations.
8. Directs, coordinates, and reviews the work plan for assigned services and activities; assigns work activities and projects.
9. Monitors workflow; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
10. Selects, trains, motivates and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Plans daily, weekly, and longer-term work schedules and projects; ensures full coverage of revenue vehicles and passenger station locations during operating shifts.
12. Coordinates operational aspects of station renovation and rehabilitation projects; liaises with other departments on contract activities and service operation scheduling.
13. Responds first to rail safety incidents; acts as the Incident Commander or liaison and makes decisions as the incident develops; holds an immediate fact-finding; and makes sure all paperwork is completed per Human Resources, safety, and insurance guidelines.

14. Participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary; provides staff assistance to the high-level management staff.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of transit operations management.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of rail transportation system operations.
- District operational, safety and emergency policies and procedures.
- Principles and practices of safety in transit vehicle and facility operation.
- Transit system operational principles, rules, regulations, policies and procedures.
- Train and schedule operations.
- Analytical and mathematical skills.
- Customer service principles and practices.
- Procedures and requirements for record keeping of incidents, emergencies, labor hours and related topics.
- Current office procedures, methods and equipment including computers.
- Techniques and methods of administrative analysis.
- Principles of supervision, training and performance evaluation.
- System lay-out and understanding of job expectations.
- Occupational health and safety rules and regulations.
- Related safety rules, regulations and guidelines.
- Related Federal, State and local laws, codes and regulations.

Skill in:

- Managing, supervising, and coordinating revenue system rail or station operations.
- Interpreting and explaining District's maintenance policies and procedures.
- Selecting, supervising, training and evaluating staff.
- Performing the duties of Foreworkers when a shortage or vacancy occurs.
- Operating radio communication equipment.
- Preparing clear and concise administrative, procedural, and operational reports, logs and records.
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.
- Researching, analyzing and evaluating new service delivery methods and techniques.
- Researching a variety of topics including utilization, payroll, safety, and grievances.

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- Interpreting and applying Federal, State and local policies, laws and regulations.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business, public administration, or a closely related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable operational, maintenance or administrative experience in transportation. At least two (2) years must have included supervisory experience in a transportation setting.

Other Requirements:

Must be willing to work off-hour shifts, weekends and holidays and be subject to overtime.

Must possess and maintain appropriate levels of District operator certifications including Train Operations, Station Agent, and ATU Foreworkers certifications. Must possess a valid California driver's license and have a satisfactory driving record.

Substitution:

Additional closely related work experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office or field environment; exposure to heat, cold and electrical energy; exposure to inclement weather conditions.

Physical Conditions:

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

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