

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB168 Transit Operations Supervisor
POSITION #/TITLE: 0918, 1191, 1473 Transit Operations Supervisor	Adopted: 07-97
	Revised: 03-16

POSITION DESCRIPTION

Dept: City Manager	Manager Level: Supervisor
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 10
Reports To Position #/Job Code #/JC Title: 2261/NB310/Transportation Operations Mgr	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: None	

General Statement of Duties

Supervises and implements the daily transit operations; performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees in the class of Transit Drivers, scheduling and dispatching personnel.

Examples of Essential Work (Illustrative Only)

Plans, organizes and supervises the daily transit operations within the Transit Division;
Supervises full and part-time drivers, scheduling and dispatching personnel and ensures compliance with all departmental requirements and procedures;
Responds to accidents (or other service interruptions) involving transit buses including passenger transportation when necessary;
Monitors transit driver's daily operation of fixed route transit service and tripper service to ensure on-time delivery of transit services including time-point checks;
Coordinates transit driver run sign-ups and approves/denies time off requests;
Coordinates transit driver assignments for all leases, charters, or other special work assignments approved by the Transit Division;
Monitors daily extra-board work assignments for transit drivers and resolves questions about work assignments;
Participates in the selection of, and employment process of new transit drivers, conducts driver training up to "break-in" training on routes, recommends changes in training program and conducts additional training on new equipment;
Investigates passenger complaints involving transit service and takes or recommends corrective action, including disciplinary actions;
Conducts first-step grievance meetings with transit drivers and interprets the contract;
Participates in planning route changes and developing new devices;
Conducts periodic driving evaluations of transit drivers;
Establishes route detours due to construction, parades and other related detours and distributes detour information to appropriate personnel;

Works with transit drivers in resolving passenger problems, including taking or recommending corrective action including communication with passengers, schools and parents that may be necessary; Participates in periodic reviews of transit routes for proper location of bus stops and bus stop signs to ensure efficient route operation and passenger safety;
Serves at Information Booth as needed;
Completes IDOT accident reports and submits to State;
Posts and removes driver and public notices in buses;
Updates route sheets for all approved route changes;
Conducts timely performance reviews and monitors performance and staffing needs;
Attends meetings, conferences and workshops;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of current procedures and practices involved in public transit operations;
Thorough knowledge of Transit Division procedures, rules and regulations governing the transit operations;
Thorough knowledge of the union contract and all statutes within the employee handbook;
Good knowledge of all Federal and State regulations that impact public transportation;
Good knowledge of the funding sources involve in the Transit Division;
Some knowledge of the maintenance and repair procedures of transit vehicles;
Ability to operate all transit vehicles and train others in such operations;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from High School or GED, supplemented by coursework in transportation logistics; and
Considerable experience supervising mass transit or school bus operations; or
Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

Valid Iowa Commercial Driver's License (Class B) with passenger and airbrake endorsements and valid Medical Examiners Certificate.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to review a wide variety of written correspondence, reports and related material in both electronic and hardcopy form;
Sufficient manual dexterity, which permits the employee to operate a keyboard and produce hand-written materials and notations;
Sufficient personal mobility, which permits the employee to operate transit vehicles and perform inspections and time-point checks throughout the metro area.