

Job Description



Position: Transportation Supervisor I
Department: Transportation
Reports To: Transportation Superintendent

Job Summary:

The Transportation Supervisor I insures the efficient operation of daily transportation services and personnel assigned. Performs operations supervisor functions. The Transportation Supervisor I responsible for supervising and monitoring the activities of the bus operators and equipment in accordance with the collective bargaining agreement and service requirements on a daily basis. Supervises personnel and ensures that scheduled and charter services operate efficiently. Resolves or refers calls to the appropriate personnel. Provides supervision and assistance to ensure compliance with operating standards and to assist operators with problems. The incumbent reports to the Transportation Superintendent.

Essential Job Functions:

- Monitors all phases of daily operations of bus fleet, directs and coordinates the maintenance of schedules, fare collections, transfer problems, reporting of hazardous conditions and emergencies, and accident conducts investigations.
- Supervises, instructs, and conducts routine checks of operators relative to schedule adherence, route, proper signage, traffic regulations, safety, operating rules and policies, uniform regulation, general appearance, physical condition, attitude toward the public, proper fare collection, and general demeanor; documents daily activity as required.
- Monitors the radio system and maintains constant radio contact with transit vehicle operators and other units in TDCHR using a laptop in order to monitor and control on-street service and to respond to emergencies and special needs; relays information and instructions between operators and supervisors regarding operational hazards, schedule changes, etc.; contacts Police Department as required; contacts Maintenance in case of road failures.
- Provides supervision, counseling and coaching of transit operators to ensure compliance with operating standards and to assist with problems; re-establishes schedules in case of breakdowns; controls unruly passengers; suggests alternative routing due to accidents.
- Investigates accidents.
- Evaluates schedules and recommends service modifications. Manages schedule for operator deployment to minimize unscheduled overtime.
- Provides direct supervision and discipline to Bus Operators using 800MHz radio, telephone and computerized text messaging for work directives or as requested by management, Service Development department, and Marketing department.
- Meets with City and school officials to develop plans and schedules for street closures and new developments as assigned.
- Enters data obtained from daily reports into computer.
- Responds to calls concerning trouble on in-service buses and reports same; includes mechanical trouble. Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for handling all related job responsibilities in accordance to HRT's Environmental Policy, relevant EMS Standard Operating Procedures, and Emergency Management Plan
- Responsible for ensuring employees in their respective functional areas have adequate training and tools necessary to meet the requirements of the EMS procedures and SOPs
- Responsible for observing and evaluating required EMS competencies among employees in their respective functional areas
- Performs other duties as required.

Examples of Duties (Duties listed are not intended to be all inclusive nor to limit duties that might reasonably be assigned)

- Maintains a thorough knowledge of all routes, transfers rules, fare structure, and operating procedures;
- Maintains a knowledge of the bargaining unit contract and work rules, safety and operating policies;
- Makes mechanical decisions on information received from a bus operator over a radio system and telephone, deciphering the difference between a minor mechanical call to a severe mechanical call. Decides whether a vehicle can safely continue operating the scheduled service or be halted due to possible mechanical failure/safety concerns. Coordinates Maintenance Department service calls and service disruption resolution.
- Prepares daily and special reports as required, including but not limited to road calls, farebox and wheelchair passengers.
- Provides on-street supervision; investigates accidents; ensures compliance with operating standards; resolves operating problems.
- Explains fares and services to operators and the general public.
- Maintain positive effective working relationship with all personnel.
- Enters data obtained from daily reports into computer; Prepares and generates daily and special reports as required;
- Maintains information related to traffic conditions, street information and emergency conditions;
- Ensures that road problems and detours are communicated to operators and supervisors;
- Keeps Superintendent of Transportation informed of any problems through effective communication;
- Answers inquiries about transportation services, routes, schedules, stop locations, and fares;
- Performs dispatching duties or other supervisory duties as needed for special events;
- Participates in staff meetings and attends other meetings, training sessions and seminars as required;
- Attends required Supervisory Training for Drug & Alcohol awareness which is a done annually.
- Performs other duties as assigned.

Required Knowledge, Abilities and Skills essential to Job Functions:

The Transportation Supervisor I receives limited supervision from the Superintendent of Transportation. Abnormal hours and/or split shifts may be required; must work outside regular service and business hours as required. Ability to work shifts up to ten (10) hours in length, or longer in emergencies. Ability to learn the procedures and operation of a complex two-way radio and computer terminal equipment. Ability to operate a radio system, to solve operator problems and react quickly and calmly in an emergency situation and adopt an effective course of action within established guidelines. Ability to use independent judgment and initiative in accordance with the accepted policies and procedures when faced with difficult or emergency situations. Ability to remain courteous and tactful under stress and pressure from customers, vehicle operators, and co-workers. Considerable knowledge of HRT policies and procedures, rules and regulations affecting transit operation. Knowledge of union contract. Ability to work independently. Ability to coordinate with maintenance, risk management and security as needed to manage incidents. Efficient in following routines & procedures. Ability to speak clearly and concisely, to understand views and concerns of others, to solve operator problems and to take effective action in emergencies. Ability to enter, correct and retrieve data using spreadsheets and word-processing software. Ability to use independent judgment and initiative in accordance with the accepted policies and procedures when faced with difficult or emergency situations. Knowledge of the Drug and Alcohol Policy and regulations. Ability to make reasonable suspicion determinations to recognize signs and symptoms of drug and/or alcohol misuse.

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Required Software Knowledge and Skills essential to Job Functions:

Proficient in using CAD/AVL Radio System is required. Proficiency in using transit computer systems and the listed software applications associated with performance of assigned work is essential. Basic problem solving skills associated with software applications used is expected. Software usage relevant to job duties will be evaluated.

Essential Software Applications:

MS Windows, MS Word, MS Outlook, Transit Master (CAD/AVL).

Education and/or Experience:

3 years transit experience and/or equivalent experience and education required; 1 year experience radio dispatching; 2 year experience in supervisory/management capacity; graduation from high school or GED; current DMV driving record with no more than -2 points against record; or no reckless driving or DUI convictions in the past 7 years; Valid Virginia Commercial Class B with Air Brake and P Endorsement and without a J restriction Driver's license.

Licenses or Certificates:

Virginia Commercial Class B
with Air Brake and P Endorsement
and without a J restriction

Special Requirements:

None

FLSA Status:

Exempt

Physical Demands:

The physical 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. Requires frequent bending and kneeling. Must be able to drive and operate a vehicle.

Unusual Demands:

This is a 24 hours per day/7day per week operation. Hours do include holidays, and/or weekends. Includes working weekends, nights and overnight shifts. Includes working holidays and shifts up to 10 hours or longer during emergencies. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves meeting multiple demands on a timely basis.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development or Human Resource Department.