



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
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POSITION DESCRIPTION

Job Title: Transit Operations Supervisor
Department: Transit
FLSA Status: Exempt
WC Code: 8810
Effective Date: July 1, 2015
Last Revised: July 1, 2018
Pay Grade: NU14
Union: Non-Union (Supervisory)

SUMMARY

Under the guidance of the Transit Program Supervisor, provides direct oversight of daily operations of the Transit Program personnel including Transit Operators, Transit Assistants and Transit Dispatchers. This position is also responsible for the daily operations of the fixed route, commuter route as well as all paratransit and demand response services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only) Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties that are not listed. These duties represent the essential functions needed of persons in this classification.)

1. A complete and thorough knowledge of all aspects of the ADA as related to transit service provisions and associated paratransit service parameters.
2. Assists with the planning, supervision, managing and evaluation for the fixed route, commuter route, demand response and paratransit service; monitors system-wide performance on routes and schedules; institutes new and modified routes and schedules to improve service and enhance cost effectiveness; manages and evaluates the results of run cutting and headway analysis and reviews route and scheduling deficiencies.
3. Monitor and assess services for driver and passenger safety and collect the information necessary to investigate customer/general public complaints.
4. Collect and maintain information for necessary federal and state reporting requirements. This includes but is not limited to on-time performance, missed trips, service mileage by type, service mileage by vehicle, ADA service parameters and application processing times.
5. Collect and maintain employee information for payroll reporting functions.
6. Oversee all A/P and A/R for client and agency contract management requirements.
7. Complete understanding of all state and federal service requirement and all operational policies and procedures.

8. Assist in interviewing and hiring of all positions in the Transit Department and moving all new employees through the training processes with all monitoring responsibilities. Also responsible for re-training existing drivers as necessary.
9. Recommends personnel actions to the Transit Program Supervisor and evaluating performance of assigned drivers for preparation of performance evaluations.
10. Provides back-up support to subordinate personnel during peak workload periods and scheduled and unscheduled leaves.
11. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Oversight of all the day-to-day transit operations as requested by the Transit Program Supervisor.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Communicate effectively in both oral and written forms; make decisions independently in accordance with established policies, and use initiative and judgment in carrying out tasks and responsibilities; establish and maintain records, reports and statistical data; represent program in a variety of settings; maintain confidentiality; remain calm and use good judgment during confrontational or high pressure situations; courteously meet and deal effectively with coworkers, customers, community partners and the public.

EDUCATION AND EXPERIENCE

Five years' experience in directly dispatching/scheduling rides with multiple drivers and vehicles OR a satisfactory equivalent combination of education and experience. Must be able to obtain a valid Oregon CDL Class "B" with passenger endorsement within 30 days of hire. Considerable knowledge of community transportation resources; considerable knowledge of streets and locations in Josephine County. In depth knowledge of safety practices, laws, rules, regulations and precautions in operating a vehicle. Extensive knowledge of the ADA as it relates to fixed route and paratransit operations, stop requirements, vehicle design requirements, dispatching requirements and client responsibilities.

JOB IMPACT

Consequences of error could include embarrassment, legal action or exposure to monetary loss if duties are not carried out in a timely, accurate manner.

JOB CONTACTS

Contacts are with other county departments, social service agencies, and the general public.

LANGUAGE SKILLS

Understand and follow oral and written instructions, establish and maintain effective working relationships with social service and nonprofit agencies and senior citizens; deal courteously and tactfully with the general public; communicate effectively both verbally and in writing, and maintain records and prepared accurate reports. Bilingual in Spanish is preferred.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; make moderately complex mathematical computations and tabulations with speed and accuracy.

REASONING ABILITIES

Ability to organize, file and retrieve materials and documents; establish priorities and organize own workload; retrieve data from records, keep and arrange it for statistical and other reporting purposes; research problems, determine source of error and correct; understand governing regulations of assigned function; use independent judgment in making decisions within prescribed policies and procedures; maintain confidentiality.

OTHER SKILLS AND ABILITIES

Ability to work with people with transit barriers; must possess good organizational skills, record keeping skills and basic computer skills.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a current Oregon Class "B" CDL with passenger endorsement or the ability to obtain within 30 days of hire; safe driving record.

PHYSICAL DEMANDS

The physical requirements outlined 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. Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position works primarily in the office for management and administrative duties. While performing duties of this job, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually moderate. Frequent contacts are made with other County departments, other governmental agencies, outside agencies and the public. This position is impacted by urgent time deadlines, heavy or uncontrollable work flow, the need to make quick decisions, the need for extreme accuracy and attention to fine detail, uncontrollable interruptions and the need to frequently shift attention.

BACKGROUND INVESTIGATION

Those employed in this position may be subject to a background investigation/DOT pre-employment physical and a criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification. Pre-employment alcohol and drug testing, and ongoing testing in accordance with Department of Transportation (DOT) guidelines, is required.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Stoop position - 1 minute plus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting strength	# of pounds = 25			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving carts, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Distinguish shades	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Depth perception	Describe:			
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level:			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe:			
Exposure - Environmental Factors					
<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Wet Area/Slippery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Chemical Solutions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Uneven Area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Body Fluids	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>