

City of Clovis TRANSIT SUPERVISOR

DEFINITION

Under general direction, plans, organizes and directs the activities of the City's Transit Operation Section.

CLASS CHARACTERISTICS

The Transit Supervisor classification is a management level classification that oversees the day to day operation of the City's transit systems and manages transit contract with vendors. Reporting to the Community Services Manager, the incumbent directs the operation, modification and expansion of transit services and liaison activities between other City departments and various outside agencies.

EXAMPLES OF DUTIES

Plans, organizes and directs the activities of public transit systems. Supervises staff of bus drivers, trainers, dispatchers and clerical personnel. Evaluates the performance of subordinates; completes performance reviews and disciplinary actions of staff as needed. Manages and adjusts working schedules for staff and public transit systems. Analyzes and plans transit operations; implements improvements, modifications or elimination of schedules and routes. Markets and promotes the use and expansion of the transit system through meetings with community groups, the general public and by attending public hearings and informational meetings. Utilizes various media types in promotion of the Public Transit system. Responds to inquiries, complaints and correspondence from customers and the public. Prepares staff reports, route analysis and studies related to transit operations. Responsible for coordinating/conducting transit investigations. Responsible for all farebox recovery, monitoring and reconciliation. Assists in the preparation of the section budgets and monitors budget throughout the fiscal year. Prepares reports for City Council as well as annual reports required by local, state and federal authorities. Supervises transit safety and training programs and coordinates driver physical exams as needed. Prepares applications for federal and state grants and the administration and evaluation of transportation related grant programs. Coordinates with Streets Maintenance Section regarding maintenance and installation of bus stops. Responds to passenger accidents or incidents requiring intervention. Manages transit contracts with contract vendors. Assists the community Services Manager with various programs and services provided by the Community Services Division. This classification is exempt from overtime requirements of the Fair Labor Standards Act.

LICENSE REQUIRED

- Possession of a valid Class C California Driver's License with good driving record and current First Aid and CPR certificates. May be required to obtain a Class B California Drivers License with passenger endorsement.

QUALIFICATIONS

Knowledge of:

- State and federal requirements for public transit systems
- Administration and operation of public transportation systems and related safety procedures, ordinances, regulations and traffic laws
- Transit planning, schedule writing, promotional and associated tasks
- Modern business management principles and practices
- Public transit funding and general budget practices
- Computerized transit systems and record keeping
- Current personnel management practices

Ability to:

- Direct, supervise and evaluate transit personnel and activities
- Supervise drivers in operating buses and bus schedules
- Plan, implement and maintain a comprehensive employee training and development program
- Maintain good labor relations with employees and manage labor related issues
- Resolve minor grievances and disciplinary actions
- Investigate and resolve customer complaints courteously and in a timely manner
- Express ideas effectively in oral and written form
- Establish and maintain effective working relationships with others
- Respond in an emergency and provide transit services as needed
- Provide instruction on computer use and program management
- Develop and maintain a budget

EDUCATION AND EXPERIENCE

Education:

Graduation from an accredited college or university with a degree in business or public administration or closely related field with a minimum of two years experience in transit management

Experience:

Four (4) years of progressively responsible supervisory experience in public or private transit operations. Additional qualifying experience may be substituted for the required education on a year for year basis.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Work is primarily sedentary with occasional lifting, pulling, and/or pushing of objects weighing up to 25 pounds, and infrequent lifting, pulling and/or pushing of objects weighing up to 50 pounds.

Incumbent will be required to attend periodic evening meetings.

Incumbent is required to travel within and outside of the City to attend meetings, conferences, etc.