

TRANSIT OPERATIONS SUPERVISOR

DEFINITION

To plan, organize, direct and supervise the operations of the City's public transit services and programs; to administer transit operations contracts; and to provide highly responsible technical staff assistance in conducting analyses of public transit systems and programs and make related recommendations.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Alternative Transportation Manager.

Exercises direct supervision over lower level professional, administrative and technical support staff as appropriate and oversee the work of contract staff as it relates to compliance.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for transit operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of professional and administrative staff involved in transit operations activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, equipment, and supplies; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Administer contracted transit operations; ensure compliance with contract terms, local, State and Federal rules, regulations and laws; review and approve payment of invoices.

Monitor transit operations and receive, research and effectively respond to issues and/or complaints related to operations; identify and implement procedure and/or policy changes in response.

Oversee the collection and maintenance of operational data and costs; analyze data related to financial performance and customer satisfaction; develop and submit required reports.

Research and analyze transit related issues; document findings and recommendations; and implement the development/modification of programs, capital procurements and/or service changes to better serve the community.

Provide highly responsible analytical staff assistance including conducting specific and/or comprehensive surveys and analyses of a variety of transit methods and systems.

Monitor assigned budget(s) on a regular basis; review purchase requisitions and confirm available funds and authorizations; analyze budget information regarding revenues/expenditures and prepare reports in accordance with requirements of local, State, and Federal funding sources.

Prepare grant proposals according to funding source requirements; monitor approved grants to ensure compliance with conditions and regulations; maintain appropriate documentation and records; participate in audits conducted by grant authority.

Prepare and administer contracts and memoranda of understanding related to various transit related programs and projects; participate in and coordinate and/or facilitate internal and external committees and staff meetings.

Prepare and make presentations to a variety of groups, including local employers, City employees and departments, neighborhood groups and others related to alternative transportation; plan and participate in a variety of outreach activities to promote alternative transportation.

Coordinate with other City departments related to capital projects; ensure project procurement is conducted in compliance with City, grant and other funding source requirements; perform project management ensuring budget and schedule are adhered to.

Respond to requests for information from the general public, City staff, developers, and other interested parties; research requested information and make recommendations appropriate to resolving inquiries and/or complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Operations, services and activities associated with transit programs.

Principles, practices and methods of research, data collection, statistical analysis and report writing.

Modern office equipment and methods including use of computer applications in word processing, spreadsheet, database, and graphic presentation.

Advanced principles and practices of customer service.

Pertinent local, State and Federal laws, ordinances and rules related to transit operations.

Principles and practices of advanced program and project management.

Principles and practices of supervision, training and performance evaluations.

Practices of budget preparation and administration.

Principles and practices of safety management.

Principles and practices of contract administration and management.

Principles and practices of grant administration.

Ability to:

Organize, implement and direct transit operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently walk while conducting site visits; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Evaluate and respond to comments or reports submitted by governmental agencies, various groups, and the general public.

Interpret and explain pertinent regulatory standards and City and department policies and procedures.

Develop recommendations in response to issues and complaints and monitor implementation of program/service changes.

Ensure compliance with laws, regulations and policies as they relate to transit operations.

Collect and analyze a variety of technical data; prepare a variety of technical reports; prepare and explain graphic displays such as maps, graphs, and charts; and maintain accurate records and files.

Administer assigned program and/or project responsibilities; prepare complex reports; evaluate and develop procedures and policies.

Exercise initiative and independent judgment in sensitive situations; interview, research, problem solve, and negotiate.

Develop and recommend policies and procedures related to assigned operations.

Assist in the development and monitoring of an assigned program budget.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate assigned staff.

Establish and maintain effective working relationships with those contacted in the course of work.

#### License or Certificate

Possession of a valid California driver's license by date of appointment.

#### Experience and Training

##### Experience:

Three years of increasingly responsible transit operations experience, including one year providing technical and functional supervision over assigned personnel.

##### Training:

A Bachelor's degree from an accredited college or university. A degree in urban planning, transportation planning, environmental studies, public or business administration, or a related field is preferred. Supervisory experience in public transit services and programs may be substituted for the required education on a year for year basis.

#### License or Certificate

Possession of a valid California driver's license by date of appointment.

08-09-23

Transit Operations Supervisor

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11-05-22	Transit Operations Supervisor
11-07-20	Transit Operation Analyst I/II
12-05-16	
11-15-16	
05-12-07	Alternative Transportation Analyst I-II