

**Valley Area Transit Company, Inc.**  
**Job Description**

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<b>Job Title:</b>	Operations Supervisor	<b>F.L.S.A. Status:</b>	Full-time, Non-exempt
<b>Reports to:</b>	Operations Manager	<b>Union Status:</b>	Non-bargaining
<b>Hourly Wage:</b>	\$25.00/hour	<b>Normal Workdays:</b>	Monday - Friday (Occasional weekends)
<b>Shift:</b>	2 <sup>nd</sup> Shift (12:30 p.m. – 9:00 p.m.) (Includes ½ hour meal break)		

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**Position Summary:** Under the direct supervision of the Operations Manager, the Operations Supervisor PM Shift provides on-site driver supervision and monitors all facets of daily route operations as assigned, including but not limited to performing Dispatch Desk responsibilities, run assignments, and cruiser and street duty. This position is responsible for supervisory functions necessary to assure compliance with company policies and procedures and assisting operators with providing safe, efficient, and on-time service to passengers and serves as back-up for bus driving responsibilities when needed. This position requires weekend on-call duty on a rotating basis. Must be flexible with schedule for occasional schedule variations as needed.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

*Assign daily work to Bus Operators:* Coordinate operations activities in a manner that ensures bus service is on time; ensures timely dispatch of previously assigned buses; make adjustment to bus assignments as needed; retrieve voice mail to determine and document absenteeism and cover work accordingly; record overtime; log bus changes; split routes as necessary to cover a complete run, using appropriate paddle information.

*Coordinate staffing:* Coordinate staffing with appropriate personnel and allocate buses to operators based on assigned runs in a manner that ensures the economical and timely delivery of service to passengers; record vehicle and driver assignments; monitor and record on-time delivery of service at the beginning of each service day; provide instruction and information to operators regarding scheduling, route changes, detours, etc; notify maintenance department of bus defects; implement overtime assignments according to collective bargaining agreement.

*Provide high quality customer service:* Apply and exemplify the principles and values of the Transit Ambassador program for daily operations. Serve as primary contact for incoming calls from customers and/or answer questions regarding fixed-route transportation services; receive and process customer complaints in compliance with internal guidelines; conduct necessary research to determine validity of complaints and determine most appropriate action based on findings; submit related paperwork to Operations Manager for future accessibility and necessary follow-up.

*Provide general supervision of Bus Operators:* Provide leadership and support to employees; assist with day-to-day issues and operational problems while enforcing company policies and procedures within scope of delegated authority and provides first step discipline according to progressive discipline policy.

*Perform cruiser and street duty:* Using thorough route and schedule knowledge, monitor routes for schedule compliance, completion of trips, passenger pickups, damage to PVTA signs and shelters, and in-route safety of passengers and vehicles; provide driver observation, supervision, and assistance through monitoring of driver appearance, cleanliness of buses, communicating with drivers by radio or in person' check destination signs,

assist with unruly passengers and on-scene accident investigations according to established procedures, note bus defects, and provide timely information to the dispatcher, drivers, and/or appropriate operations managers.

*Safety & Training:* Works with the Safety & Training Manager to update and enforce Company Safety procedures as well as to train and re-train employees in the required safety procedures. Attends regular Safety Committee meetings as scheduled.

*Maintain all related records and/or files:* Maintain all records related to assigned duties, including but not limited to driver license, DPU, & D.O.T. Medical Certificate status; attendance, time sheets, movement sheets, incident reports, schedule inventory, accident logs, passenger overloads, 911 reports, road calls, on routes; spare list, and delays/fill-ins; record and disseminate information received related to detours, complaints, etc. and communicate to appropriate staff; compile and disseminate periodic reports as required according to established procedures. Reports include but are not limited to: bus change reports, revenue reports, trips per month, road calls, bus movement reports, etc.; maintain Hastus database (i.e., assignments, schedules...etc.); process daily time sheets and Fare Collection System Exceptions report for the Operations Manager to review and approve.; and complete all related clerical tasks (i.e., faxing, copying, answering phone, filing...etc.)

*Maintain open and effective communications:* Maintain communications with management, supervisors, drivers, and maintenance as necessary to keep informed of unusual situations such as delays, detours, accidents, emergencies, lost articles, and authorization of needed changes of routes/ schedules and/or any other pertinent information; keep line of communication open at all times using radio system and/or other tools; and provide follow-up communication as needed.

**Other:** Conduct activities related to opening, closing, and securing the building; Assist Manager(s) with investigating accidents and incidents; Transport employees selected for random drug test to collection site; and provide employee training as needed.

Perform other duties as assigned.

**Supervisory Responsibilities:** General Supervision of Bus Operators

**Supervision Received:** Reports directly to Operations Manager

**Minimum Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have at least two (2) years bus driving and two (2) years of supervisory experience; ability to act with sound judgment and with minimal supervision; good communication and public relations skills; strong supervisory experience. Must be able to perform duties while abiding by collective bargaining agreement (C.B.A.) where applicable.

Must be able to work with minimal supervision; must have excellent judgment and ability to make sound decisions, and take responsibility for decisions; excellent communication skills, both written and verbal; must be able to communicate effectively with management, peers, subordinates, passengers, and the general public; strong organizational skills; effective problem solving skills; able to perform all administrative/clerical work associated with responsibilities, including: but not limited to accident investigation and reporting, supervisory and driver observation reports, and dispatch administrative procedures; must be adept at serving as an accessible and reliable resource to Bus Operators.

**Education and/or Experience:** Prior management or supervisory experience required. At least two (2) years experience as a bus operator or equivalent in a related field necessary. Must have a working knowledge of existing PVRTA route system and the street network within the service area. Must be able to communicate effectively with co-workers and the public; ability to provide high quality customer service, respond promptly to customer and bus operator needs, and solicit customer and bus operator feedback to improve service; ability to manage difficult or emotional customer situations; must be able to approach others in a tactful manner, react well under pressure and treat others with respect; strong command of the English language, both written and verbal; bilingual English/Spanish preferred; ability to write clearly, read and interpret written information such as safety rules, operating and procedural instructions and other documents; ability to write routine reports and correspondences; willingness to make decisions, exhibit sound and accurate judgment and make timely decisions; ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; must be able to follow instructions, respond to management direction and take responsibility for own actions; ability to observe safety and security procedures, determine appropriate action beyond guidelines and report potentially unsafe conditions to appropriate personnel; able to adapt to changes in the work environment and deal with occasional changes, delays, or unexpected events; ability to meet attendance requirements; must enjoy working with the public and be able to display professional behavior at all times. Successful completion of supervisory training program is required.

**Other Qualifications:** Must be at least 21-years of age (per CDL requirements). This position requires successfully passing a criminal background check, pre-employment drug screen and pre-employment physical; Must submit to periodic Drug and Alcohol testing as deemed necessary according to related regulations and company policy.

**Required Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

*Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

*Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

*Interpersonal Skills* - Maintains confidentiality; Keeps emotions under control.

*Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Demonstrates group presentation skills; Participates in meetings.

*Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

*Judgment* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

*Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality* - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

*Quantity* - Completes work in timely manner; Works quickly.

*Safety and Security* - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; works with Safety & Training Manager to update and enforce Company Safety procedures.

*Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

*Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

*Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.

*Initiative* - Undertakes self-development activities; Takes independent actions and calculated risks; Asks for and offers help when needed.

*Innovation* - Meets challenges with resourcefulness; Presents ideas and information in a manner that gets others' attention.

*Reasoning Ability*- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

*Computer Skills* – Basic knowledge of word processing software, Excel and Hastus; knowledge of AVAIL, and fare box systems.

**Preferred Qualifications:** Associates Degree preferred. Strong leadership and supervisory experience within the public transit industry, preferably in a Union environment.

**Licenses, Registrations and Certifications:** Must hold current Commercial Drivers License (CDL) Class A or B with Passenger endorsement and no Airbrake restriction and have completed required company supervisory training. Must be able to obtain and maintain (current) proof of proper Department of Transportation medical certification and Massachusetts Department of Public Utilities certification; maintain license and certifications to current status and initiate renewal of license and certifications according to company policy and related regulatory requirements.

**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.

While performing the duties of this job, the employee is regularly required to:

- Sit for up to several consecutive hours at a time.
- Frequently use hands to finger, handle, or feel.
- Frequently use arms, elbows, shoulders and wrists to engage in push/pull steering of bus.
- Frequently use legs and feet to safely operate break and accelerator peddles.
- Frequently bend knees while sitting to operate bus and to manipulate break and accelerator peddles.
- Frequently reach with hands and arms at, below, and above shoulder level.
- Occasionally stand; walk; climb, bend, stoop, squat, twist, crouch, or climb stairs.
- Occasionally lift, push/pull and/or move up to 250 pounds which is equal to 30 ft. /lbs of force to overcome initial inertia (i.e., assist wheelchair passenger upon request or in case of an emergency)
- Occasional driving supervisor vehicle.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee is also frequently required to hear and speak.

**Mental/Psychological Requirements:** This position requires sound mental/psychological abilities to perform essential job functions. Stressful situations frequently occur, for example, dealing with difficult/irate passengers, handling emergency situations, and/or dealing with other unforeseen occurrences related to travel, weather conditions, passengers, incidents, etc. Must be able to deal with stressful situations effectively and use sound decision-making skills to deal with stressful situations appropriately, according to established procedures. Must use high level of mental concentration to perform safety sensitive job functions.

**Work Environment:** 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. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts (steering wheel, door mechanism). The employee is occasionally exposed to wet and/or humid conditions, outside weather conditions and vibration. The employee may also be occasionally exposed to bus fuel fumes. The noise level in the work environment is usually moderate.