Rogue Valley Transportation District

**Job Description**

### **January 2020**

**Job Title:** Field Supervisor

**Department:** Operations/Transportation

**Reports To:** Transportation Manager / Operations Manager

**FLSA Status:** Non-Exempt – Non-Union

**SUMMARY**

# Supervise the daily activities of Drivers and Customer Service/Dispatchers. Responsible for ensuring efficient, effective, and timely system operations and maintaining a positive relationship with co-workers and the public. Work flexible hours as necessary. This is a safety sensitive position and is subject to random drug and alcohol tests.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Include the following. Other duties may be assigned.

* Provide excellent customer service.
* Act as a positive representative of the District.
* Responds politely and respectfully to public inquiries with information about District operations.
* Complies with all District policies and procedures.
* Follows safe work habits and reports any and all unsafe conditions.

## Hiring & Training

* Perform reference checks on prospective new employees.
* Monitor performance of probationary operators torecommend retention or separation of employee prior to expiration of probationary period.
* Assist Training Supervisor in training of personnel.
* Assist in providing employees with a working knowledge of District policies and procedures, through on-going internal communication.

## Safety

* Maintain work related safety awareness.
* Insure compliance with all safety regulations, report any violations or hazardous conditions to management.
* Physically inspect facilities, bus stops, and buses for such factors as cleanliness, safety, and appearance, and take required action in order to meet prescribed standards.
* Respond to reports of vehicle accidents, incidents and injuries, and initiate investigations into causes of accidents in accordance with the RVTD Accident Investigation procedure. Maintain and file accident documentation according to established procedures. Compile accident/incident reports for Safety Committee review.
* Investigate and resolve Operator security issues including passenger incidents and complaints; issue service denials and/or citations when appropriate following rules and regulations of Ordinance No 8.
* Assist in the re-entry process after service denials to determine weather a passenger will be allowed to return to service and make recommendations to the Transportation Manager regarding allowing or disallowing return.
* Monitor the security of District property.

# **Supervisory**

# Conduct random system spot checks.

# Monitor performance of Operators; motivate employees to achieve optimum performance through guidance, support, and use of effective supervisory and human relations skills.

* Monitor and maintain system compliance with the Americans with Disabilities Act (ADA).
* Ensure compliance with federal and state regulations, the labor contract, and District operating procedures.
* Counsel employees with performance problems and perform investigations.
* Process complaints and compliments regarding department employees.
* Maintain effective communications with co-workers.

## Operational

* Operates district vehicles in accordance with established safety standards and traffic laws of the State of Oregon.
* Operate a two-way radio system in compliance with RVTD operating procedures and FCC regulations; monitor all radio transmissions.
* Carry a RVTD supplied cell phone, respond to all calls, texts and emails, and keep cell phone charged at all times.
* Assist Transportation Manager in creating manuals, technical guides, or other materials that will improve service and operational activities.
* Assist Coach Operators and Customer Service Dispatch Agents with all system and operational issues.
* Inspect routes and review operating schedules; recommend route/schedule revisions, bus stop locations. Inspect and approve lease routes.
* Communicate and coordinate route detours and other operational variations with Coach Operators, Customer Service Dispatch Agents, other departments and outside agencies as needed.
* Coordinate with Transportation Manager and other key personnel & departments on daily operations, special event services, inclement weather procedures, and emergency procedures to operate the District efficiently.
* Assist and lead special event teams.
* Prepare reports and draft written operating procedures and policies.
* Travel to meetings, conferences, and training sessions as required.
* Work with finance personnel to collect, count, inventory, supply, and deposit monies from Front Street Station weekly.
* Check and fill change machine at Front Street Station as needed.

## 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. To perform this job successfully, an individual must also be able to complete multi-tasks under highly stressful conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## EDUCATION and/or EXPERIENCE

One to two years public transportation supervisory or related experience and/or training; or equivalent combination of education and experience. Working knowledge of personal computers, including basic knowledge in email, word processing, and spreadsheets.

## LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers and/or employees of organization.

## MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

## REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and apply common sense to a variety of instructions furnished in written, oral, diagram, or schedule form.

## CERTIFICATES, LICENSES, REGISTRATIONS

Maintain a minimum valid Oregon class “B” CDL w/passenger and air brake endorsement and maintain a valid medical card. Provide a DMV “court report” of driving record. Must pass a required pre-employment physical and FTA required Drug and Alcohol test.

## 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 the 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; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to climb or balance. The employee is occasionally required to stand, walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. The employee is required to assist persons with disabilities onto and off of the lift, sometimes pushing an occupied manual wheelchair and is required to secure mobility devices using a four-point wheelchair securement system. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## 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 regularly exposed to moving vehicles, mechanical parts, fumes and/or airborne particles, outside weather conditions, and vibration. The noise level in the work environment is usually loud.