



## **Class Summary**

The responsibilities of this classification include direct oversight and supervision of the daily operation of an assigned area within Transit Operations that includes specific assignments in Base Operations, Service Quality, Transit Control Center and Operations Training. This is the first level of direct supervision in Operations.

## **Distinguishing Characteristics**

This is a standalone classification. Work involves supervisory oversight of employees and performance of administrative functions to ensure the assigned area of responsibility supports daily delivery of fixed-route transit services. Work includes overseeing operations; supervising assigned staff; managing employee performance and service-level requirements; and administering applicable labor agreement(s) to achieve timely and cost efficient service delivery consistent with established performance standards. Work requires developing and implementing performance improvement plans; taking corrective employee actions up to and including suspension and termination in consultation with Superintendent and County administrative staff as appropriate; maintaining effective and collaborative labor relationships; participating in the selection of staff; monitoring daily operations of seven day/week service; responding to and resolving emergent operating problems and critical incidents; ensuring compliance with operating policies, procedures and rules; identifying and evaluating operating deficiencies, taking corrective actions and coordinating remedial actions with appropriate Transit Division staff; monitoring labor costs, identifying cost-containment strategies and suggesting and implementing new and revised procedures; and coordinating and supporting various special projects, service changes, technology improvements, staff training and similar initiatives. Work is performed as a member of a management team under the supervision and direction of a Transit Superintendent.

## **Examples of Duties (May vary by position)**

*When assigned to Base Operations:*

1. Oversee daily operations at a Transit Base; supervise the work of Transit Operators and First-Line Supervisors including evaluating and addressing employee performance issues and implementing strategies to improve employee performance and customer service; investigate customer complaints, issue discipline, conduct grievance hearings and manage resources of the base for cost-effective service delivery; supervise and direct the work of Base Dispatchers and Planners responsible for ensuring timely filling of all service requirements; forecast workforce staffing levels; direct employees to safety-sensitive related drug and alcohol testing; support transit service during adverse weather events and other emergencies; work with internal groups to ensure high-quality service delivery; manage base absenteeism and processes that support on and off-the-job injuries, worker's compensation and ADA/FMLA/KCFML/WFLA requirements.

*When assigned to Service Quality:*

2. Supervise, plan and review the work of Service Supervisors responsible for monitoring and maintaining transit service within assigned geographic area(s); ensure timely and effective fixed-route transit service delivery; respond to, mitigate and resolve reported operating problems and impacts of construction projects or other disruptions to fixed-route service; respond to major field incidents, direct resources and serve as incident commander during emergencies in the field; develop plans for additional service to accommodate major special events and approve alternate routing for construction and other projects while mitigating negative impacts to normal operations; assist in overseeing the First-Line Supervisor

semiannual assignment “pick” process; manage the Supervisor-in-Training (SIT) training program; manage the Comfort Station program for Operations; and participate in the accident re-read process.

*When assigned to Transit Control Center:*

3. Supervise the daily operation of the Transit Control Center; supervise, plan and review the work of Communication Coordinators on an assigned shift; supervise systemwide communication, information distribution and external notifications regarding transit operational status, incidents and events; may serve as control center incident commander during emergency activations, critical incidents, adverse weather or similar events; coordinate communications among transit division staff, external agencies and emergency responders as necessary; develop and recommend control center protocols and procedures as directed by Superintendent.

*When assigned to Operations Training:*

4. Plan, evaluate and develop the daily work of Transit Instructors providing staff training at assigned transit bases and the Transit Safety and Training Center; conduct training needs assessments; design, develop and evaluate training curricula to meet changing organizational needs; develop and maintain programs that reflect Metro’s rules and procedures, CDL regulatory requirements and traffic laws; review and ensure overall quality of curricula and training provided; evaluate effectiveness of training through post-course evaluations and transit operations performance metrics; develop, implement and evaluate remedial training programs such as post-accident retraining programs as well as customer service and annual refresher training; provide instructor training, coaching and development opportunities; ensure required licenses and certifications are maintained.

*Common examples among assignments:*

5. Direct and ensure timely and appropriate response to service disruptions, weather emergencies and critical incidents; coordinate response with Superintendent, Transit Operations Center and other internal and external agencies as appropriate; investigate and prepare response to customer complaints regarding transit operations, services and staff.
6. Identify, evaluate and recommend service, quality, workplace and business process improvements; monitor daily labor costs and modify operations when necessary to achieve performance improvement targets while maintaining established transit service levels.
7. Establish and maintain a collaborative and effective labor relations environment; ensure daily operations and personnel actions conform with the terms of negotiated agreements; confer with base-level labor representatives to discuss and resolve base issues; escalate issues to Superintendent or Transit Labor Relations staff as appropriate; may be delegated authority for first-step grievance determinations on a case-by-case basis; testify at arbitration, unemployment and related hearings as requested.
8. Manage employee absenteeism, vacation change requests, sick/injury leaves and related ADA/FMLA/KCFML/WFLA processes and requirements for assigned employees; review and approve leave requests consistent with staffing needs, employee preferences where possible, and applicable County policy/procedures and bargaining agreements; review, correct and approve payroll; administer federal safety-sensitive drug and alcohol testing program for assigned employees.
9. Interview and recommend selection of Transit Operators, First-Line Supervisors and other staff; provide employees with training and development opportunities as available; counsel staff on effective customer relations and safety strategies; evaluate staff performance through record reviews; conduct performance appraisals for First-Line Supervisors; counsel employees in performance improvement requirements when needed; conduct investigations into allegations of employee misconduct, harassment, negligence, policy/procedure violations and similar

assertions; determine appropriate follow-up actions including counseling, training and appropriate disciplinary actions in consultation with the Superintendent, Human Resources and Labor Relations as required.

10. Ensure compliance with all Operations, Transit Division and County policies and procedures governing safety sensitive positions, employment, worker safety and related areas as well as with applicable local, state and federal laws.
11. May be assigned to participate in internal and external work groups, project teams, committees and task forces; coordinate operations, service delivery and operating needs with appropriate staff throughout the Transit Division as required.
12. Act as Superintendent as assigned.
13. Perform other duties as assigned.

## **Knowledge/Skills**

Knowledge of transit operations and the applicable regulatory and statutory requirements

Knowledge of the policies and procedures of the Transit Division, the Operations section and applicable County policies

Knowledge of the principles of performance management

Knowledge of effective supervisory principles and practices, County policies and procedures, and applicable local, state and federal law

Knowledge of the principles of labor relations including grievance and contract administration processes as well as relevant labor agreements

Knowledge of standard human resource practices

Knowledge of automated scheduling and management information systems

Knowledge of adult learning theory and training curriculum development and assessment principles and practices for position in Operations Training

Knowledge of computer-aided dispatch and automated vehicle location systems for positions in the Transit Control Center

Supervisory skills

Communication skills

Customer service skills

Skill in planning and delegating work assignments

Skill in staff development and training

Skill in conflict resolution, problem solving and negotiation

Skill in fundamental data analysis of operational problems

Skill in handling multiple competing priorities

Skill in managing and working with a variety of individuals from diverse backgrounds

Skill in establishing effective working relationships and communicating successfully with senior management, labor representatives, business and community groups, governmental agencies, customers and staff

Skill in use of personal computers, word processing, spreadsheet, presentation and similar software applications as well as automated scheduling and human resource information systems

## **Licensing, Certification and Other Requirements**

Washington State Driver License or the ability to travel throughout the county in a timely fashion  
Commercial Driver License, class B, with passenger endorsement and airbrake restriction removed  
required for positions assigned to Operations Training

Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S.  
Department of Transportation, 49 CFR Parts 40 and 655 if assigned to Operations Training

Willingness and availability to work varying shifts on weekdays, nights, weekends and holidays as  
required for shift assignment and consistent with negotiated agreements

Work may require remaining available for work 24 hours per day during rotational assignments as  
on-call Operations Chief

Work may require reporting for extended duty during adverse weather events and other  
emergencies

This is a classification specification and not an individualized job description. Additional minimum  
qualifications may be established for individual positions based on business needs and specified in  
position announcements as appropriate.

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| <b>FLSA Designation</b>          | <b>Exempt (Administrative)</b> |
| <b>Service Status</b>            | Career Service                 |
| <b>Levels within same series</b> | None                           |
| <b>Class History</b>             | Created 06/2013                |