



Class Summary

The responsibilities of this classification include providing first line supervision in transit operations and preparing and delivering training and instructional programs for transit staff.

Distinguishing Characteristics

This is one of four classifications (Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor and Transit Instructor) that comprise first line supervisors of transit operations. Work involves preparing and delivering varied training and instructional programs including coach operation for new Transit Operators; remedial operator training; new supervisor training; and training for new equipment, procedures and special topics as they arise. Work includes instructing and facilitating discussions on effective customer relations, harassment, drug awareness, ADA and federally mandated safety-sensitive requirements and similar topics. Incumbents may rotate assignments among other first line supervisory classifications in compliance with established procedures and negotiated agreements.

Examples of Duties (May vary by position)

1. Train Transit Operator Trainees in the safe and efficient operation of all types of transit coaches and equipment; provides classroom training on operating policies and procedures for fare collections, schedules, routes and emergencies.
2. Retrain operators to improve identified weak performance as well as correct specific performance issues; monitor, evaluate and document progress and performance; recommend additional operator training to higher-level staff as deemed appropriate.
3. Evaluate driving, operational and customer relations skills of operators during onboard ride check evaluations; provide feedback for improved performance.
4. Prepare reports and maintain records on instructional activities, trainee and operator qualification status, attendance at training sessions and operator work performance.
5. Provide special and back-up assistance on routes, procedures and policies during special events, service changes and emergency operating conditions.
6. Prepare and deliver training on new equipment.
7. Review, evaluate and update existing training programs to meet changing needs.
8. Perform other duties as assigned.

Knowledge/Skills

Knowledge of all transit operations and transit vehicle operating policies and procedures

Knowledge of course design, teaching methods and techniques for presenting instructional materials

Knowledge of transit routes and schedules

Knowledge of base procedures, vehicle maintenance, facilities and power distribution operation and support guidelines

Knowledge of applicable ADA regulations and requirements

Knowledge of City, County and Transit Division disaster preparedness, notification and emergency operations and procedures

Knowledge of applicable safety-sensitive requirements and security procedures and protocols

Knowledge of and skill in the use of all applicable automated applications and systems

Communication skills

Customer service skills

Computer skills

Training skills

Skill in handling multiple competing priorities

Skill in handling stressful situations effectively

Skill in basic mathematics

Skill in using spreadsheet, word processing, database, email and similar business software applications

Skill in working with a variety of individuals from diverse backgrounds

Skill in establishing and maintaining effective working relationships

Licensing, Certification and Other Requirements

Washington State Driver License

Commercial Driver License, class B with passenger and airbrake endorsements

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

Willingness and availability to work different shifts on weekdays, nights, weekends and holidays

Work requires mandatory overtime during adverse weather conditions and disasters that require activation of the Emergency Operations Center or Transit Division Operations Center

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 are specified in position announcements as appropriate.

FLSA Designation	Non-Exempt
Service Status	Career Service
Classes Within Series	Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor, Transit Instructor
Class History	Updated 10/2010 Updated Description; changed format