



Class Summary

The responsibilities of this classification include providing first line supervision coordinating and monitoring transit operations within an assigned service district or location.

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 monitoring transit service operations, responding to Transit Operators calls for assistance and responding to conditions that affect or disrupt the efficient delivery of scheduled transit service. Work includes monitoring operator compliance with operating policies and procedures, adherence to service schedules and coordinating operations with outside agencies as required. Work requires compliance with all applicable federally mandated safety-sensitive requirements. 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. Monitor service and transit operator performance for compliance with safety practices, regulations, policies, schedule, routing, and customer service protocols. Provide information and assistance to transit operators and customers; maintain open communication with and provide critical information to customers and operators during service disruptions or other emergency circumstances.
2. Troubleshoot minor mechanical and electronic coach and related equipment problems and coordinate disposition of problem to maintain service.
3. Coordinate responses to service interruptions caused by construction, accidents, special events, adverse weather, fire and police activity and power outages.
4. Develop plans for maintaining transportation services during special events, special circumstances and emergencies.
5. Document transit and public facility problems affecting service and routes; report problems to appropriate authorities.
6. Coordinate service and other transit-related operations activities with area police, fire, emergency, utility, community and related agencies.
7. Monitor on-time performance; research, propose and implement solutions to service related problems including reroutes and schedule adjustments.
8. Provide on-scene customer assistance and public relations; provide solutions for complaints, disputes and service disruptions; provide alternative transportation when necessary.
9. Investigate accidents involving transit vehicles.
10. Prepare a variety of documents regarding service, employee and customer related issues.
11. Perform other duties as assigned.

Knowledge/Skills

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

Knowledge of transit routes and schedules

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

Knowledge of minor repairs required for coach mechanical and electrical systems

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 federally mandated 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

Critical thinking skills

Computer skills

Skill in handling multiple competing priorities

Skill in handling stressful situations effectively

Skill in monitoring and coordinating the work of Transit Operators

Skill in basic mathematics

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 a post-offer, pre-employment physical examination

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 Changed Title: Service Supervisor
