



**JOB CLASSIFICATION: OPERATIONS SUPERVISOR**  
**CLASSIFICATION NUMBER:**  
**DEPARTMENT: OPERATIONS**  
**REPORTS TO: OPERATIONS MANAGER**  
**STATUS: FULL-TIME, FLSA NON-EXEMPT**  
**WAGE RANGE: \$31.25 - \$45.67 PER HOUR**

---

◆ Integrity ◆ Trust ◆ Common Truth ◆ Respect ◆ Compassion ◆

---

### **Position Overview**

Under the direction of the Operations Manager, this position coordinates and supervises the daily operations of all agency transportation services, including fixed-route, route-deviated and demand response services. The Operations Supervisor is responsible for ensuring safe and efficient system operations; conducting on-site accident investigations; monitoring services and Operation's personnel performance; investigating and resolving operations and security issues, including customer incidents and complaints; and monitoring and evaluating the performance of assigned personnel for adherence to GTA policies and procedures.

The Operations Supervisor reports directly to the Operations Manager. This position exercises direct supervision of all staff in Operations, including safety, training, dispatching and driving, and may exercise supervision of other staff depending on assignment and/or need. This position supervises the Operations Department when the Operations Manager is not available. Performance of the work requires the use of considerable independence, initiation, discretion and confidentiality to provide direction and leadership to personnel and promote a positive and rewarding work environment. Work requires the ability to resolve conflicts and deal effectively throughout the organization to ensure efforts are properly directed toward achieving common agency goals.

This is a safety sensitive position, subject to Federal Transportation Association (FTA) drug and alcohol testing requirements.

### **Essential Duties and Responsibilities**

The duties and responsibilities listed below are intended only as examples of the various types of functions that may be performed. The omission of specific duties and responsibilities does not exclude them from the position if work is similar, related or a reasonable assignment of the position.

- Supervise the work of the Operation's personnel to ensure GTA standards of safety, courtesy and reliability are followed by daily monitoring of services provided to the customers and public. Provide effective instruction in transit operating techniques and safety practices to all new and current operations staff.
- Display the highest level of professionalism when representing GTA. Greet employees, customers and members of the public with kindness and a smile and always treat others with dignity and respect.
- Monitor field operations to ensure compliance with performance standards and safety regulations. Assess needs of operations staff, including Dispatch Support and Coach Operators.
- Perform daily operational service planning adjustments to maintain safe and reliable services.
- Monitor and evaluate work performance of Training Coordinator, Dispatch Support and Coach Operators and provide appropriate coaching, mentoring and follow-up to assist employees in

successfully performing assigned tasks. May be involved in and/or perform disciplinary actions, mentoring and remedial needs.

- Conduct routine checks of Coach Operator performance including adherence to schedules and routes, safety policy and procedures and customer relations.
- Counsel Operation's personnel regarding performance or conduct concerns. May administer verbal and written disciplinary actions and must maintain accurate records of employee counseling.
- Investigate public complaints and/or incidents concerning customer service, driver actions, service issues, route delays and vehicle safety.
- Provide on-site investigation, support, and directive of accidents and/or incidents. Review information gathered and prepare necessary reports in accordance with procedure. Determine whether post-accident or fitness-for-duty testing is necessary. Assist the management team with the Drug and Alcohol Testing Program; including fitness-for-duty, reasonable suspicion and/or post-accident testing.
- Monitor radio and communication devices; anticipate potential need for supervisor support and respond to transit centers and bus stops for events.
- Respond to requests for road support. Provide rider conduct information to conduct violators and Issue temporary service denials, when appropriate. Follow up with the Administrative Services Manager with completed investigation for final rider suspension determination.
- Assist Training Coordinator with the training program and any training needs, including: new employee orientation and on-board training; report policy violations, performance issues and/or other work-related details to Operations Manager for follow-up; conduct defensive driving, refresher and other remedial training; may participate in interviews of potential candidates for Operation's positions.
- Maintain presence in field at major transfer locations to monitor on-time arrivals and departures; handle questions from Operation's personnel; and resolve operational and/or customer issues that may arise.
- Offer suggestions for route and service efficiency and effectiveness to Operations Manager.
- Develop route detours in advance (when able) of event, construction, accident or high-incident areas. Correspond with cities and/or county when appropriate.
- Work and cooperate with law enforcement, emergency and security personnel to provide security to all employees and system guests.
- Provide back-up Dispatch Support, Coach Operator and/or Training Coordinator functions of fixed route and route-deviated transportation services efficiently and effectively utilizing agency resources to provide optimum service levels and performance. Dispatching may be performed from remote locations on some occasions.
- Monitor transit schedules, routes and equipment through field inspection; investigate and report schedule and route deficiencies and problems; and recommend changes as necessary.
- Monitor transit amenities, schedule information, rider alerts, system maps through field inspection and report and/or correct issues appropriately.
- Schedule appropriate staff's open shifts based on procedure, , approve/deny time off requests according to guidelines set by Operations Manager.
- Respond to reports and/or requests for Operator relief, vehicle change-outs, mechanical failures, repairs needed, and other operational problems;
- Coordinate transfers and holds, and alert drivers to route/service changes.
- Prepare accurate and comprehensive logs of daily shift activities.
- Receive and respond to staff concerns regarding working environment and/or safety issues.
- Participate in the development and administration of agency operating policies and procedures; serve on department and agency committees and work groups as requested.
- Maintain open communication with Operations Manager, and request when he/she may need to administer discipline and/or other managerial responsibilities with Operation's personnel.

- Prepare and maintain legible and concise activity logs, records, incident and accident reports and other documents relevant to transit operations.
- Possess working knowledge of the geography of Grant County, with emphasis on specified routes.
- Keep current on required certifications and training to ensure compliance with all licensing and training requirements.
- Understand pertinent procedures and functions quickly and apply them appropriately without immediate supervision, ask for clarification when appropriate.
- Update job knowledge and skills as needed and/or required.
- Ensure that work is performed efficiently and according to appropriate guidelines, procedures and regulations; take responsibility for content and quality of work assigned, and continuously demonstrate commitment, empathy, fairness, and integrity.
- Advocate and actively participate in continuous improvement of the Agency; assists team members when needed; and support the Agency workforce at all times.
- Complete tasks and responsibilities in a thorough, accurate manner and meets key deadlines.
- Maintain punctuality, reliability and regular attendance to contribute to the efficient and effective delivery of transportation service(s) and associated duties.
- Establish, maintain and support effective and respectful working relationships; give and accept constructive feedback.
- Support a safety culture Agency-wide.
- Perform other duties as assigned, needed and/or required of a similar nature or level to make GTA an outstanding transit agency.

### **Desired Minimum Qualifications**

#### **Knowledge**

Knowledge of public transportation equipment and operation practices; GTA transit routes, amenities and Grant County road/street system; public transportation operators' methods, policies and procedures; record-keeping practices and procedures; scheduling system and procedures; office administrative practices and procedures, and field of assignment as illustrated in above section(s); principles and practices of prudent business communication; strong interpersonal relations skills; occupational hazards and safety precautions applicable to area(s) of work; correct English usage, including spelling, grammar and punctuation; mathematical computation and operations, including basic addition, subtraction, multiplication, division, units of measurements, ratios, rates, percentages, graphs, statistical and monetary units; computer operations; proper lifting techniques; GTA organization, ordinances, rules, policies, procedures and operating practices related to areas of responsibility; federal, state and local ordinances, codes, rules, policies, procedures and operating practices related to areas of responsibility; terminology, work processes and local, state and federal requirements applicable to areas of responsibility.

#### **Skill**

Skills to perform multiple technical tasks with a potential need to upgrade skills in order to meet changing job conditions and/or requirements; use of computers, databases and other pertinent software applications to create documents and materials requiring input, interpretation and manipulation of data; operate standard office equipment, including but not limited to computers, multi-line telephone systems, two-way radio, calculators, typewriters, copiers, and fax machines; ensure operation of transportation vehicles is in a safe, responsible manner; effective verbal, listening and communication skills; possess cultural awareness and sensitivity; recognize unsafe work conditions and potential safety hazards; client service and public interaction skills; stress management and time management skills; read material such as manuals, reports, periodicals, and newspapers; manage and complete assigned projects; and prepare and maintain accurate, manual and computerized records and documents.

## **Ability**

Ability to suggest safe and effective modifications or additions to the existing route structure; ensure operation of transportation vehicles is in accordance with traffic laws, ordinances, rules and driving courtesies; quickly and effectively learn activities, practices and procedures related to area(s) of responsibility; maintain the highest level of confidentiality and security of records; maintain self-control and professional attitude when dealing with hostile persons or under adverse conditions; manage multiple and changing priorities to meet the needs and expectations of GTA and public; effectively communicate in English, both verbally and in writing; tell time, monitor timely progress, and adapt to strict timely schedule; write legibly on forms and other documents; analyze situations accurately and implement an effective course of action when needed; follow verbal and written instructions, and perform tasks with minimum supervision; organize, set priorities, take initiative and exercise sound independent judgment in crisis situations within areas of responsibility; manage multiple and changing priorities to meet the needs and expectations of GTA management, staff and public; handle stress and continue to perform all duties and provide service to public in a timely, courteous and responsible manner; prepare clear, accurate, and concise records and reports; use a high degree of discretion and diplomacy in dealing with sensitive situations and concerned citizens; establish, maintain and promote highly effective working relationships with GTA management, committee members, staff, and others encountered in the course of work.

## **Physical and Mental Demands**

The physical and mental demands described here are representative of those that must be met by incumbent to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing duties and responsibilities of this position, incumbent is regularly required to sit, walk and stand for extended periods of time; talk and hear, both in person and via telephone; use hands repetitively to finger, handle, feel or operate equipment; reach with hands and arms, including above shoulders; bend, twist and/or stoop; push and/or pull moderate to heavy amounts of weight; kneel, crouch and/or crawl; ascend or descend stairs, walk or stand on uneven surface(s); climb heights on ladders or other equipment; and lift and/or carry up to 40 pounds on a regular basis without physical limitations.

Specific to coverage of Coach Operator position, incumbent must be able to sit for extended periods of time, up to eight (8) consecutive hours; take a mobility device and rider up or down steps when necessary, including partial lift and/or slide of wheelchair onto bus up to 115 pounds of force; use arms and hands to apply 20 pounds of pressure to turn steering wheel; and use legs to apply 15 pounds of pressure for braking vehicle.

Specific vision abilities required by this position include close vision, distance vision and the ability to adjust focus, with vision correctable to 20/20.

### **Mental Demands**

While performing duties and responsibilities of this position, incumbent is regularly required to use good written and verbal communication skills; read and interpret data, information and documents; use intermediary reasoning skills to apply principles of rational systems to analyze and solve practical and complex problems; effectively cope with elevated stress; observe and interpret people and situations; learn and apply new information or skills; make necessary decisions and solve problems based on subjective or objective criteria; make frequent changes of tasks involving different aptitudes, technologies, procedures, working conditions, or degrees of attentiveness without loss of efficiency or composure; work under intensive deadlines with frequent interruptions; positively interact with supervisor, co-workers, customers, and others encountered in the course of work.

## **Environmental Conditions**

The work environment characteristics described here are representative of those an incumbent encounters while performing essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is generally performed in an office environment while sitting at a desk or computer and on-the-road in staff vehicle, bus or van - indoor and outdoor environment, with varying weather and temperature conditions, including sudden changes in weather and temperatures and near moving equipment and/or transit vehicles.
- The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.
- Exposure to noise, dust, grease, slippery surfaces, chemicals, smoke, fumes, noxious odors, rain/snow, heat, gases, and mechanical and electrical hazards
- Tools and equipment used: personal computer; transportation van, bus, or car; wheelchair lifts/ramps; and phone, copy machine, fax machine, two-way radio.

## **Education, Experience, Licensing and Special Requirements**

- High School diploma and/or equivalent and completion of a commercial (bus) driving training program. Satisfactory completion of coursework in supervisory management from a recognized college or university is desired.
- At least five (5) years of work experience in a public transit system and at least two (2) years of supervisory or lead work experience in a unionized environment which provided a broad knowledge of operational policies and procedures; good performance and work history; and relevant leadership and decision-making skills.
- Minimum of five (5) years licensed driving experience, with no moving traffic violations within the past three (3) years and no involvement in any at-fault traffic accidents within the past five (5) years. Past data evidenced within a current driving abstract. Abstract dated no more than one month prior to applications date must be provided by applicant.
- Current and valid Washington Class B CDL, with Passenger and Air Brake endorsement, or the ability to obtain within three (3) months of hire date, with acceptable driving record.
- Qualified EDLT Training Instructor.
- Must maintain a current driver's license and all required endorsements, and maintain an acceptable driving record level throughout employment, which will be monitored by periodic reviews of Motor Vehicle driving profile.
- Successfully pass physical examinations as required for CDL and overall driving fitness.
- Successfully pass pre-employment criminal background reports and drug and alcohol screening.
- Must be willing and able to work varying shifts, hours and days of the week, including weekends and holidays; and have reliable transportation to and from work location(s).



**JOB CLASSIFICATION: OPERATIONS SUPERVISOR**  
**CLASSIFICATION NUMBER:**  
**DEPARTMENT: OPERATIONS**

**MANAGER NAME:** \_\_\_\_\_

◆ Integrity ◆ Trust ◆ Common Truth ◆ Respect ◆ Compassion ◆

**EMPLOYEE ACKNOWLEDGEMENT**

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive and the position may require other essential and/or nonessential functions, tasks, duties or responsibilities not listed herein. Management reserves the right to add, modify or exclude any essential or nonessential requirement(s) at any time, with or without notice. Nothing in this job description, nor by completion of any requirement of the position by the incumbent, is intended to create a contract of employment of any type. In addition, by signing below, you acknowledge you were given a copy of the job description, given the opportunity to review and ask questions, and agree to successfully fulfill duties and requirements contained herein.

\_\_\_\_\_  
**Name (Print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

