



## Transportation Supervisor

Class	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
380	Non-Exempt	5 - Paraprofessional	AFSCME	6	Rev 3-06	1004	1 of 2

**DEFINITION:** Under general supervision, coordinates the efficient, safe, and on-time movement of AC Transit fixed-route operations through the supervision of assigned Bus Operators and revenue vehicles. Experienced and qualified Transportation Supervisors may be assigned to the District's Central Dispatch operations, as needed and at the discretion of the District after at least one (1) year of District transportation experience.

**REPORTS TO:** A Senior Transportation Supervisor, or designee.

**EXAMPLES OF DUTIES/FUNCTIONS:** Duties/functions may include, but are not limited to, the following:

- Oversees and maintains the safe and scheduled operation of the District's transit vehicles within an assigned district, and ensures passenger loads are within designated parameters.
- Monitors and evaluates Operators' in-service performance, provides additional instruction and positive feedback, recommends additional training when needed, and documents information used for progressive discipline in conformance with District policies and the Collective Bargaining Agreement.
- Responds to unusual or emergency situations on buses, bus-stops, and other District locations.
- Analyzes and makes recommendations regarding schedule adherence, and other operational needs or problems; reports discrepancies and/or unsafe conditions to appropriate personnel; and recommends and implements corrective actions.
- Maintains contact with Central Dispatch via radio, cell-phone, and laptop computer in order to receive and/or transmit information; and interacts with customers, and officials of law enforcement, utilities, and schools, as needs dictate.
- Investigates accidents to help determine cause, and reports findings to appropriate District departments, and/or public safety personnel, as required.
- Troubleshoots fare-box malfunctions, and may conduct minor non-electronic repairs.
- Interacts with passengers, motorists, and other members of the public to resolve issues involving District employees and/or equipment.
- Prepares and maintains a variety of reports and files.
- Performs related duties, as required.

**When assigned to Central Dispatch – 7% wage differential:**

- Operates multiple computer systems and monitors information from various sources, including *OrbCad*, *NextBus* and traffic information and live video from CalTrans and the Alameda County Congestion Management agency. Troubleshoots problems and anomalies; and interacts pro-actively with Bus Operators, field Transportation Supervisors, and Maintenance staff.
- Operates two-way radio systems, regular telephones, and cell phones to receive, record, and assist with incidents such as buses down, accidents, and emergencies. Requests information, as well as assistance from agencies of various jurisdictions, including Police, Fire, and Sheriff's departments, as needed.
- Maintains contact with Bus Operators, monitors radio transmissions; prioritizes responses based on urgency; responds quickly by confirming location and asking appropriate questions; monitors on-board bus Emergency Alarm audio when appropriate; and quickly carries out effective courses of action.
- Cross references electronic information with other data and information sources, such as Coach Stop lists, "On-Call" books, Operations Bulletins, maps, and other source materials.

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<p>This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is <b>not</b> intended to reflect all duties performed within the job.</p>	<p>REV 3-06 Previous Revisions 10/04 &amp; 8/97</p>	<p>Approved by Rick Fernandez, General Manager:</p>	<p>Date:</p>
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- Maintains Transportation Supervisors' daily work sheet, shift changes, and radio log.
- Maintains liaison with Transportation Supervisors, Division Dispatchers, Superintendents, and Maintenance personnel.
- Performs related duties, as required.

### **MINIMUM QUALIFICATIONS:**

**Knowledge Of:** The current Collective Bargaining Agreement; fare structures and routes; division dispatching functions; principles and practices of modern supervision and employee motivation; District routes, schedules, and fare structures; AC Transit Personnel Rules and Regulations; principles of conflict resolution; and currently used computer hardware and applicable software at an intermediate level of proficiency.

**Ability To:** Communicate in English effectively both orally and in writing; maintain effective communication with employees in a team environment; handle matters of a confidential nature; maintain composure in stressful situations and resolve complaints in a satisfactory manner while interacting with difficult individuals; continually multi-task and prioritize work; investigate and analyze both routine and emergency situations, quickly comprehend and analyze all available sources of information and data, and adopt effective courses of action; interpret and apply applicable provisions of the Collective Bargaining Agreement; operate multiple computers systems and keyboards simultaneously and fluently; learn to use and effectively operate new computer hardware, software, and other communications technologies as implemented by the District; replace electronic transit vehicle equipment; and establish and maintain effective working relationships with those contacted in the course of work using principles of good customer service.

**Experience:** Equivalent to four (4) years as a full-time Bus Operator, or journey-level mechanic; **OR** two (2) years equivalent experience as a full-time Bus Operator or journey-level mechanic plus two (2) years in a position requiring knowledge of transit operations. **Central Dispatch Assignment-** must include a minimum of one (1) year as a Transportation Supervisor and participation in the Central Dispatch training program. Failure to pass training or testing will result in assignment to regular road shifts only. Incumbents will be required to participate in classroom and/or on-the-road training.

**Education/Training:** Equivalent to completion of the 12th grade. Training as an AC Transit Division Dispatcher or Extra-Qualified Division Dispatcher is desirable. Up to two (2) years of college coursework directly relevant to public transportation may be substituted for up to one (1) year of the required experience.

**License/Certification:** Must possess and maintain a valid California Class B Driver's License with a "P" endorsement and meet the District's driving standards.

**Physical Requirements: (1) Field Operations:** Must maintain the physical ability necessary to: safely drive a variety of District vehicles, sit in a vehicle continually or intermittently for up to four or more hours per day depending on weather and traffic; enter and exit vehicle quickly and frequently; stand, walk, and climb bus stairs frequently; grasp, lift, hold, and manipulate light items under twenty (20) pounds frequently, such as laptop computers, cell phones, clipboards and writing implements; occasionally lift heavier items and materials up to fifty (50) pounds, such as buckets and bags of absorbent materials; and occasionally stoop, kneel, or bend. **(2) Central Dispatch Assignment:** Must maintain the physical ability necessary to perform tasks in an office setting, operating multiple computers, keyboards, and other peripheral equipment. **For Both Assignments:** Must maintain normal vision and hearing (with or without correction) on a constant basis.

**Additional Requirements:** (1) No suspensions in District employment for disciplinary reasons; (2) no passenger complaints resulting in the administration of discipline, and no adverse entries within the last twelve months; (3) no at-fault accidents within the last eighteen months; and (4) must be able to demonstrate competency with currently used computer programs for word processing and spreadsheets at an intermediate level of proficiency, and operate a keyboard.

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

REV 3-06  
Previous  
Revisions  
10/04 & 8/97

Approved by Rick Fernandez, General Manager:

Date: