



## **(VA Rides) Operations Supervisor**

Non-Exempt

Full Time

Location: Loudoun

Job Description as of 5.2018

*Range of Compensation: \$16.58 - \$21.70 per hour*

*Hours: Monday – Friday/On-call as necessary*

*Benefits: See Personnel Policies Manual*

### ***Responsibilities:***

Under the guidance of the Transit Manager, the VA Rides Operations Supervisor will provide supervision and support to the transportation system for Transit Holding, LLC and its's affiliates, Virginia Rides and Virginia Regional Transit, consisting of contract operations, special events, fixed routes, demand response and other transit services. The Operations Supervisor will be the first point of contact for all potential customers seeking transportation services for contract operations and special events. This employee must have a commitment to Transit Holding's mission, vision and goals.

### ***Essential Functions:***

- Offer highest level of quality customer service to employees, passengers and business partners
- Coordinate special events to include: handle reservations, staffing, driving directions/schedules, special requests, contracts, and invoicing
- Maintain accurate list of current and previous special event customers for recordkeeping purposes
- Generate weekly and monthly reports to provide management with special events updates
- Assist finance department by ensuring accurate invoices for record retention purposes
- Develop and maintain special event protocols in coordination with the organization's policies and procedures
- Review current routes for safety and efficiency, develop new routes as requested and support increased ridership initiatives
- Supervise daily activities of vehicle operators and dispatchers to ensure all services are properly staffed to meet passenger service requirements including, but not limited to scheduling and bus assignments
- Assist in vehicle operator training initiatives
- Serve as a backup driver to safeguard from service failures and delays
- Possess the ability to simultaneously complete multiple complex tasks associated with a high level of detail specific to assigned projects and programs
- Serve as a business development representative at the direction of the Transit Manager for the VA Rides organization
- Review and approve timesheets for biweekly payroll processing

### ***Secondary Functions:***

- Local travel is required, some long distance travel may be required

- Serve as a backup Operations Supervisor for Virginia Regional Transit
- Accurate and timely accounting of ridership information such as passenger count, fares, mileage, hours and other specialized reporting information as requested or required by the Transit Manager
- Prepare and distribute the vehicle operator's schedule on a regular basis in a timely fashion
- Interview candidates for employment and make recommendations for hiring
- Conduct quarterly/annual performance road evaluations and performance appraisals as directed by the Transit Manager
- Perform vehicle accident, incident and "Safety First" investigations and provide complete documentation
- Prepare documentation for personnel matters including, but not limited to disciplinary actions, FMLA requests, and pay increases
- Other duties as assigned

***Education/Training:***

Any combination of education and experience equivalent to a High School diploma or GED with one (1) year of dispatch and two (2) years of related supervisory experience required. Previous transportation /customer service related experience preferred.

**Knowledge, Skills and Abilities:**

Must have excellent phone skills with the ability to communicate in a professional manner. Must be able to act independently, use sound judgement in decision making and supervise/coach staff. Excellent customer service skills with ability to remain calm in stressful situations. Must have excellent organizational skills with the ability to work in a fast paced environment. Must maintain an acceptable driving record possessing or obtaining within 180 days of employment a class B CDL license with P & S endorsements, the ability to operate an airbrake equipped vehicle, and a valid "non-excepted, interstate" DOT Medical Card. Must have high level of interpersonal skills and ability to handle sensitive and confidential information. Proficient in Microsoft Windows, Word and Excel.

**Physical Demands/Work Environment:**

As a normal function of the job, the employees periodically kneel, push, grasp, pull, bend, walk for short distances, and climb entrance steps. The employee occasionally works in extreme outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals. The employee must occasionally lift and/or move up to 50 pounds.