



Operations Supervisor

Non-exempt

Full Time

Location: Suffolk

Job Description as of 3.2020

Salary: Based on Qualifications

Hours: Monday – Friday, Saturdays as required, on-call as assigned

Benefits: Full time benefits apply

Responsibilities:

Under the guidance of the Transit Manager, the Operations Supervisor will provide supervision and support to a system-wide transportation program for Virginia Regional Transit and its' affiliate Virginia Rides, consisting of, but not limited to fixed routes, demand response, and other transit services. The Operations Supervisor will monitor direct report driver's behavior and performance on an on-going basis and through company's driver evaluation and performance appraisal process. This employee must have a commitment to Virginia Regional Transit's mission, vision and goals.

Essential Functions:

- Ensure all services are properly staffed and operating each day as determined by funded service hours and/or contracts
- Create and review the schedule on a regular basis to meet passenger service requirements
- Monitor and support vehicle operators as they prepare for their routes to include bus assignments
- Evaluate vehicles to ensure all vehicles are cleaned both on the exterior and interior that meet high standards
- Supervise, coach, and train vehicle operators to operate all the agency's vehicles with a high level of safety and knowledge
- Conduct vehicle operator's annual TAPTCO Driver evaluation in a timely manner
- Conduct quarterly and annual TAPTCO Driver evaluations with the bus operators in a timely manner
- Prepare any necessary documentation of personnel matters including disciplinary actions and present the documentation to the Transit Manger
- Review and approve vehicle operator timesheets on a regular basis in preparation of the bi-weekly payroll
- Perform customer service functions by answering questions and concerns from employees and customers
- Handle communication via multi-line telephone system and two-way radio system
- Offer support in the review of current routes, development of new routes and increased ridership initiatives

- Review the vehicle operators' daily reports (such as pre-trip forms) and report any discrepancies to the Transit Manager
- Investigate and complete documentation of *Safety First* calls
- Coordinate maintenance repairs / service inspections with in-house mechanic
- Demonstrate knowledge of FTA regulations regarding safety, compliance and drug/alcohol testing
- Offer support by coordinating vehicle accident investigations, incidents, and passenger behavior reports
- Demonstrate knowledge and understanding of Virginia Regional Transit's and other associated companies' policies and procedures
- Routinely evaluate revenue vehicle onboard video systems
- Oversees the accurate accounting of passenger trips and fare revenue
- Prepares monthly reports as directed or required

Secondary Functions:

- Serves as backup driver as needed
- Serves as backup to Transit Manager and /or other members of the operations team
- Other duties as assigned

Education/Training:

Any combination of education and experience equivalent to a high school diploma with one year of dispatch & two years of supervisory-related experience.

Knowledge/Skills and Abilities:

Must be able to communicate effectively and professionally with customers, employees, and managers. Must be able to act independently, use sound judgment in decision making, and supervise and coach staff. Maintain acceptable driving record with CDL class B license with a passenger and airbrake endorsement along with a valid DOT medical card. Must be proficient in Microsoft Word and Excel, have excellent organizational skills and the ability to work in a fast-paced environment. Candidate also must have the ability to learn all fixed routes within 60 days of hire date.

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 and 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.