



INVITES APPLICATIONS FOR THE POSITION OF: OPERATIONS SUPERVISOR

Status: Full-Time, Exempt

Salary: \$23.55 - \$28.65 Hourly; \$48,986 - \$59,543 Annually

Recruitment is open until filled with first review of resumes on Monday, December 22, 2014. MTA reserves the right and may exercise the option to make a hiring decision at any time. Candidate evaluation will be ongoing.

POSITION SUMMARY:

Under the direction of the Operations Manager, the **Operations Supervisor** position plans, supervises and coordinates activities to monitor, evaluate, control and maintain the quality of scheduling, fixed-route, dial-a-ride, route deviated and special event transportation services provided to the riding public in accordance with established Agency standards; supervising and evaluating approximately 46 drivers; reviews and takes appropriate action regarding events, accident and incident reports, customer comments, employee attendance and other performance areas. Leads and/or participates in various process and project team committees. The assignment of specific duties to Supervisors will vary depending on the Agency's business needs, shift rotation and individuals' expertise and skill sets.

ESSENTIAL DUTIES:

- Participate in hiring process; train, supervise and evaluate the performance of assigned staff; provide support, assistance and counsel to any individual team member as necessary; develop performance expectations and prepare performance reviews and give recognition or administer disciplinary action as appropriate.
- Ensure that Authority customer service standards of safety, courtesy and reliability are met through daily monitoring of transit operations for adherence to Agency policies, rules, regulations and schedules.
- Investigate, respond to and resolve driver incident reports, suggestions, equipment and safety concerns as well as personal issues in a timely manner both orally and in writing. Monitor transit schedules, routes and equipment through in-service inspection; investigate and report on schedule and route deficiencies and problems; recommend changes as necessary.
- Maintain a variety of records; prepare reports and studies; monitor individual and group statistics.
- Work with law enforcement as needed to provide security to drivers and customers.
- Work in partnership with vehicle maintenance management to ensure vehicles meet the needs of the operators and customers; coordinate with Maintenance, dispatcher/schedulers on vehicle, driver and service related issues.
- Provide information to law enforcement and Agency management as requested.
- Provide information to the public regarding Agency services; respond to inquiries and complaints regarding services; assure that appropriate information is provided and problems are resolved. Research service requests and make recommendation on findings.
- Develop, maintain and analyze statistical reports to assist management in assuring customers receive safe, courteous and reliable service. Compile work volume statistics; maintain records of customer comments, compliments and complaints.
- Execute contingency plans and adapt service for unexpected weather and route conditions, equipment failure, employee illness and similar occurrences.
- Contribute to the goals and objectives of the Operations Team, to include formulation and implementation of operational policies, procedures, and controls to ensure safe and efficient operational activities and adherence to established service, budgetary and customer satisfaction standards. Recommend changes as warranted.
- Respond to accident or other emergency scenes, ensuring safety and security of operators, customers, and Agency equipment; operate buses or vans when necessary; reroute buses or vans and adjust headways in response to field conditions; conduct on-the-scene accident investigation and prepare required documentation.



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MINIMUM QUALIFICATIONS:

- Required: Bachelor's Degree in Transportation, or a related field and one year of experience in providing transportation services and supervisory experience; three years of experience as a transit driver, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.
- Three (3) years relevant experience working with database applications, computers systems and/or college education equivalent.
- No moving violations within the past three years and no at-fault accidents within the last five years.

Special Requirements:

- Must have a valid State of Washington Commercial Driver's License or obtain a valid State of Washington Commercial Driver's License within the probationary period.
- Must be available to work a flexible schedule, including holidays, nights and/or weekends.

ENTRY REQUIREMENTS:

Knowledge of: applicable personnel rules and regulations; federal, state, and local laws, rules, and regulations; State of Washington vehicle laws and regulations; accident investigation techniques; transit services routes, schedules and equipment; and record-keeping techniques.

Skill in: training, supervising, supporting, assisting and evaluating others; using a computer and related software applications; completing assigned work within prescribed timelines; communicating effectively both orally and in writing; establishing and maintaining cooperative and effective working relationships with others; developing and assigning work schedules and establishing priorities; maintaining records and preparing and submitting reports; and, analyzing situations effectively and adopting appropriate courses of action.

HOW TO APPLY:

Submit application and resume clearly showing how you meet the minimum qualifications listed above to:

Mason Transit Authority
Attn: Rikki Johnson, Human Resources Manager
790 E. Johns Prairie Road
Shelton, WA 98584
Phone: (360) 426-9434, Ext. 120
Fax: (360) 428-9143
www.masontransit.org

SELECTION PROCESS:

The most competitive applicants, who in the judgment of the Human Resources Department, most closely meet the requirements of the position, may be invited to an oral review panel. It is the responsibility of the applicant to supply sufficient information and detail on their resume/application materials to permit the Agency to properly evaluate their qualifications and abilities as they relate to the position.

Mason Transit Authority is a drug-free work environment. As a recipient of federal funds, Mason Transit Authority is an Equal Opportunity Employer and does not unlawfully discriminate on any basis prohibited by Federal, State or Local law. We value and encourage diversity in our workforce.