



Position:

Operations Supervisor

Status:

Full-Time, Exempt

JOB DESCRIPTION

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.

DISTINGUISHING CHARACTERISTICS

Employees assigned to this class are the center of the team effort which provides support, assistance and training to drivers enabling them to provide safe, reliable services. Incumbents are responsible for the daily supervision of the drivers, responding to and resolving employee and client concerns and questions in a timely and effective manner. Employees in this class also receive information about drivers' performance from the public and other MTA team members and incorporate this feedback into drivers' training and evaluation.

Supervision received from: Operations Manager

Supervision exercised over: Drivers

KEY COMPETENCIES EXPECTED

Competencies are defined as those measurable or observable knowledge, skills, abilities, and behaviors critical to success in a key job role or function. It is expected that the employee will exhibit the following key competencies:

Accountability

- Take responsibility for content and quality of assigned work.
- Complete assigned tasks and meet key deadlines; producing/completing accurate and timely work.
- Delegate effectively and hold subordinates appropriately accountable.
- Self-management
 - Punctuality and regular work attendance.

- Focuses on the situation, issue or behavior rather than the person.
- Gives and accepts constructive feedback.
- Uses time wisely.

Adaptability/Flexibility

- Acknowledging that unanticipated events will occur and help to build capacity to adjust when such events occur. Find ways to effectively respond to unanticipated situations.
- Adapt positively and constructively to changes to the work environment and work priorities.
- Engage appropriately with Manager in discussion about maintaining a sustainable workload in the event of new, unanticipated work projects or initiatives.
- Ensure affected subordinates clearly understand when changes occur and what is expected of them.

Customer Service

- Anticipate, assess, and respond to changing client needs.
- Consistently provide products and services that meet or exceed the expectations of the clients.
- Willingness to explore new ideas

Collaboration/Teamwork

- Help create an atmosphere that brings people together so they have a stake in the solution. Involve others in matters that affect what they do. Seek out and act on opportunities to improve, streamline and re-invent work processes.
- Contribute to the development, cohesion and productivity of the team; be receptive to new ideas and adaptable to new situations
- Team Work
 - Promote cooperation.
 - Clearly and effectively communicate with individuals and groups.
 - Keep Manager and co-workers informed.
 - Contribute to the team with ideas, suggestions and effort.
 - Refrains from gossiping.

Additionally, all employees of MTA are required to consistently demonstrate the following core competencies:

- Inspirational Leadership
- Informed Decision Making
- Transparency & Accountability
- Respectful Relationships
- Personal Responsibility
- Outstanding Client Service

(Key behaviors for the MTA Core Competencies are described on the last page of this form.)

ESSENTIAL DUTIES

- Must support and demonstrate: MTA key competencies, MTA guiding principles and MTA core values.
- 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 MTA client 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 clients; coordinate with Maintenance, dispatcher/schedulers on vehicle, driver and service related issues.
- 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 clients 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, clients, 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.

OTHER FUNCTIONS

- Serve as Acting Operations Manager in the absence of the Manager as requested.
- Perform duties in support of ongoing and special projects and assume responsibility for successful and timely completion; supervise committees assigned to policy review or special issues.

- Assist in the development of departmental policies and procedures.
- Serve on committees, task forces and other work groups.
- Perform other duties as assigned and any duties of a similar nature or level needed to make MTA a transit agency of excellence.

KNOWLEDGE & SKILLS

Knowledge of: applicable personnel rules and regulations; federal/DOT, 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.

MINIMUM QUALIFICATIONS

- Preferred: One (1) year of experience in providing transportation services and supervisory experience; one (1) year 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.
- Bachelor's Degree in Transportation, or a related field.
- 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, Class B with a passenger endorsement and air brake restriction removed.
- A current medical examiner's certificate.
- Must be available to work a flexible schedule, including holidays, nights and/or weekends.
- Must be able to work around unsupervised children under the age of 18, or other vulnerable persons.

MTA is a drug and alcohol-free workplace. This position is classified as safety-sensitive under MTA's Drug and Alcohol Policy and is included in random drug and alcohol testing program. Note: MTA is subject to requirements of the Federal Drug-Free Workplace Act and CFR Part 40 & 655, which prohibits the use of marijuana at any time while employed with MTA.

PHYSICAL REQUIREMENTS

The duties of this position require sitting for extended periods of time, driving, and use of hands to accomplish work. Regular travel to various locations, standing, walking, reaching, bending and lifting and carrying up to 40 pounds is required. This individual must be able to perform all of the functions of a transit bus driver. Reasonable accommodations are made to enable individuals with disabilities to perform the essential functions of this position.

The job duties as defined are an accurate reflection of the work to be performed by this position.

Operations Manager's Signature

Date

As the incumbent in this position, I have received a copy of this position description and the job duties are an accurate reflection of the work to be performed.

Operations Supervisor's Signature

Date

This Summary Job Description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.

Mason Transit Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, gender, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Mason Transit Authority know if you need accommodations in order to participate in the application process.

Mason Transit Authority follows the requirements of the "Fair Chance Act," RCW 49. We will not inquire about prior arrests and convictions until after we determine an applicant is otherwise qualified for the position for which the applicant applied, except as allowed under RCW 49. There are specific exemptions for applicants working with children under 18 years of age, or vulnerable persons, certain financial institutions, law enforcement, and volunteers.

MTA CORE COMPETENCIES

Inspirational Leadership:

Take initiative; act decisively; create an environment that motivates and challenges others; adapt to a variety of situations; develop fresh ideas that provide solutions to all types of workplace challenges; share information, plan, develop, and implement our vision; promote MTA's mission and values and model ways to achieve them.

Informed Decision Making:

Research data to grasp issues, draw conclusions, and solve problems resulting in sound solutions that, when judged over time, are aligned with MTA's vision and mission; commit to action, even in uncertain situations, to accomplish organizational goals; identify, assess and manage risk while striving to attain objectives.

Transparency & Accountability:

Build trust and respect through consistently honest and professional interactions; use public funds and resources appropriately; approach each situation with a clear perception of organizational and political realities; recognize the impact of alternative courses of action; assure that effective controls are developed and maintained to ensure the integrity of the organization and its mission; seek and build strategic alliances and collaborative arrangements through partnerships to advance the mission of the organization; actively communicate decisions with stakeholders.

Respectful Relationships:

Help create a work environment that embraces and appreciates diversity; treat others fairly without regard to race, sex, color, religion, or sexual orientation; recognize differences as opportunities to learn and grow by working together; establish and maintains constructive relationships; work to preserve the self-confidence and self-esteem of others; focus on the situation, issue or behavior, not the person; take initiative to make things better; model appropriate behaviors for others.

Personal Responsibility:

Demonstrate integrity, honesty and ethical behavior; personally acknowledge and accept responsibility for meeting expectations and correcting mistakes; exhibit self-control and respond to feedback non-defensively; execute principles of workplace safety; comply with all safety policies and procedures; takes responsibility for efficient, effective use of time, equipment, and resources.

Outstanding Client Service:

Provide accurate and timely information; understand and is responsive to our clients' objectives and needs; is accessible, provide timely and responsive replies to client requests, e-mails, phone messages and mail; handle client inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations; anticipate, assess, respond to changing client needs; consistently provide products and services that meet or exceed the expectations of the clients.