



CITY OF BANNING, CALIFORNIA

Transit Field Supervisor

Job Code: 3360

FLSA

Exempt

Non-Exempt

JOB DEFINITION: Under the direction of the Community Services Director. Supervises the City's Bus Driver's, ensuring efficient and courteous service. Responsibilities include; planning, assigning and directing work; appraising performance; rewarding employees; addressing complaints and resolving problems. Operates passenger coach over specified or demand responsive routes to transport people to and from their destination in a safe, courteous and timely manner.

ESSENTIAL FUNCTIONS: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES: Monitors the daily performance/operation of fixed routes, including efficiency, system safety and on time performance; makes recommendations for adjustments. Develops routes for detours and special events. Monitors motor coaches on the road and determines location of bus stops, zones, and amenities. Researches service and makes recommendations. Supervises and monitors operator performance including on-board ride checks and overall compliance with rules, regulations and safety requirements. Trains new and experienced Bus Drivers and other City personnel in all areas of coach operation, including vehicles, equipment, and procedures. Conducts classroom training on coach operation and transit procedures, rules, and regulations. Conducts individual or group retraining for employees as needed. Maintains various training records for internal use and for the California DMV training verification. Assists operators with passenger relations. Investigates customer complaints and acts as liaison for the Agency with the general public and public works/safety personnel. Responds to, investigates and submits reports on accidents, incidents and claims involving Agency vehicles and personnel. Maintains, monitors, and analyzes logs and records relative to coach operator efficiency and performance such as attendance, on time, and disciplinary records. Evaluates and documents work performance and counsels subordinates, recommending and implementing disciplinary actions as required. Acts as an emergency responder for natural and man-made disasters that involve public mass transit services. Assists the dispatch office, providing dispatch relief for meetings, breaks or other duties. Enforces and rates on a scale the safety performance including rules and regulations compliance and implements corrective action. Directly supervises Coach Operators in the Operations Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Performs other duties as assigned or required.

KNOWLEDGE and ABILITIES:

- Knowledge of applicable city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of the City's and the Department's policies and procedures
- Knowledge of transit operations and applicable laws and regulations.
- Knowledge of union contracts, rule books and progressive disciplinary procedures.
- Knowledge of basic accident investigation procedures.
- Knowledge of two-way radio functions.

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- Ability to prepare reports.
- Ability to handle pressure or emergency situations.
- Ability to establish and maintain effective working relationships with a variety of individuals, departments, outside agencies and the employees' labor union.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information and respond to questions from groups of managers, employees, customers and the general public.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized and very unique situations.

MINIMUM QUALIFICATIONS: A high school diploma or GED AND three (5) years of experience in the operation passenger buses and a minimum of two years relevant supervisory experience; or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS: Must have at the time of application and must maintain a Class B California driver license with air brake and passenger endorsements and a valid Medical Examiner's Certificate. Must be twenty-one (21) years of age at time of hire. Must pass background investigation and successfully complete periodic physical examinations as required by federal transportation regulations. Must have, or be able to obtain within first three months of employment, U. S. Department of Transportation, Transportation Safety Institute Instructor Certificate. Must be familiar with current business operating systems, software and programs.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand, walk, use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally push/pull up to 90 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts and outside weather conditions. The employee is occasionally exposed to fumes or airborne particles, and vibration. The noise level in the work environment is usually moderate.