

## **TRANSIT SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for supervising Coach Operator's and ensuring their adherence to the policies and procedures of the Broome County Department of Public Transportation. This involves assuring that a coach and operator are properly assigned to each route. The incumbents are also responsible for providing information to the public and answering questions concerning public transportation services and schedules. Work is performed under the general supervision of the Director of Transit Operations, with leeway permitted for the exercise of independent judgment in carrying out details of the work in accordance with established policies. General supervision is exercised over the work of Coach Operators. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Dispatches coaches and drivers, assuring that each coach is staffed with an Operator assigned in accordance with the union contract;

Instructs Coach Operators regarding adherence to schedules, routes, radio procedures and record keeping;

Ensures that Coach Operators adhere to rules and regulations pertaining to coach operation, and departmental procedures;

Ensures that all Coach Operators are in proper uniform and have the necessary equipment such as transfers, trip sheets, defect cards, accident packs, schedules and watches;

Administers road tests to, and trains new drivers;

Disseminates information to the general public in person, letter or telephone, regarding transit fares, schedules and services;

Maintains and distributes ride cards, change, transit schedules and related information to the general public when assigned to B.C. Junction;

Observes driving skills and habits of all Operators, evaluates performance and trains operators exhibiting deficiencies;

Receives and responds to complaints from the public concerning the transit system, forwarding more complex complaints to the Director of Transit Operations;

Opens the cash vault boxes, counts the coins collected by using a coin sorter and bags the money;

Operates a variety of equipment including a computer, coin sorter office equipment, and radio;

Determines and implements temporary alternate transportation routes and changes in bus stops as the need arises;

Notifies the next shift supervisor of any irregularities that have occurred during the previous shift;

Prepares payroll data on Coach Operators, including sick, vacation and leave adjustments, authorizing payment in accordance with the union contract;

Writes an Employee Warning Record on all verbal or written warnings given an Operator for submission to the Director of Transit Operations;

Investigates accidents to evaluate the situation and to ensure that proper procedures are followed;

Prepares and files accident reports, reports on passenger complaints and a daily report summarizing any problems or unusual occurrences, for submission to the Director of Transit Operations and counsel's employees as appropriate;

Monitors compliance of ADA regulations and Drug Alcohol requirements;

Maintains radio contact with Coach Operators;

Logs and stores all lost articles turned in by Coach Operators.

Ensures maintenance of bus stops and signs;

Assists in preparation and implementation of bids, schedules, routes, vacation, holiday and scheduling of Coach Operators;

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the geography of Broome County;

Good knowledge of the practices and techniques of scheduling and dispatching coaches;

Good knowledge of the operations of the transit system in Broome County;

Good knowledge of the Motor Vehicle and Traffic Law and of the rules and regulations pertaining to coach operation;

Good knowledge of the principles and practices of supervision;

Working knowledge of the principles and practices of techniques necessary for effective training of Coach Operators;

Working knowledge of the content of the Coach Operator's contract;

Ability to remain calm in emergency situations;

Ability to transmit messages orally with good diction, using a radio, telephone or in person;

Ability to understand and interpret oral and written instructions;

Ability to read and interpret written materials such as transit schedules and contracts;

Ability to write reports in a clear, concise manner;

Ability to plan and supervise the work of others;

Ability to establish and maintain a good rapport with the general public, Coach Operators and transit officials;

Ability to make arithmetic computations;

Ability to operate a transit coach.

**MINIMUM QUALIFICATIONS:**

A) Graduation from high school or possession of an equivalency diploma and two years' experience in the operation of a coach in a transportation bus system: OR

B) Graduation from high school or possession of an equivalency diploma and two years of experience in transit operations as a bus driver, bus dispatcher, bus supervisor, information assistant or a closely related title, or in a staff position with a private or public bus company, authority or agency, of which one year of experience must have included performance in a supervisory capacity; OR

C) An equivalent combination of training and experience as indicated within the limits of A) and B) above.

NOTE: Successful completion of coursework in business administration, transportation, transportation management or a closely related field at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees, may be substituted for the required experience with thirty college credits being equivalent to one year of experience. Two years of experience as stated above is still required.

**SPECIAL REQUIREMENT:**

Possession of a New York State CDL Class "B" Operator's license with air brakes and passenger endorsement with no restrictions, at time of appointment and must be maintained throughout employment in this title.