

## **SNEIOR TRANSIT SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for supervising the staff of Transit Supervisors and ensuring their adherence to the policies and procedures of the Broome County Department of Public Transportation to ensure the effective and efficient operation of the department. Responsibilities also include coordinating schedules, monitoring performance, and providing leadership and guidance to improve performance and customer satisfaction. The incumbent also has responsibility for providing information to the public and responding to questions concerning 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 the details of the work in accordance with established policies and procedures. Supervision is exercised over the work of Transit Supervisors and Coach Operators. Does related work as required

### **TYPICAL WORK ACTIVITIES:**

Supervises and coordinates the day-to-day operations of the public transit system, including scheduling, dispatching, and route planning;

Coordinates daily work activities among Transit Supervisors;

Monitors the performance of transit operators, ensuring adherence to schedules, safety protocols, and customer service standards;

Oversees the dispatch of coaches and drivers, ensuring that each 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;

Receives inquiries regarding extra service coaches, and provides cost information based on pre-established charge schedules, and coordinates the implementation of special services;

Develops new transit routes and time schedules, and modifies existing ones;

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

Oversees the administration of road tests and the training of new drivers;

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

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

## **SENIOR TRANSIT SUPERVISOR—cont'd**

Receives, investigates, and responds to complaints and inquiries from the public, demonstrating a commitment to providing excellent customer services and resolving issues in a timely manner;

Operates a variety of equipment including a computer and radio;

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

Oversees payroll data on Coach Operators, including sick and vacation times, and leave adjustments;

Prepares and administers disciplines for all verbal and written warnings given to an Operator for submission to the Director of Transit Operations;

Maintains driver 19A files and ensures compliance with the 19A program;

Investigates bus accidents by eliciting, analyzing, and recording facts, conditions, and circumstances of the accident to be presented at the Accident Review meeting;

Reviews accident reports, reports on passenger complaints, and daily report summarizing any problems or unusual occurrences prior to submission to the Director of Transit Operations and/or counsels employees as appropriate;

Responds to emergencies and organizes staff to meet indicated needs;

Prepares, presents, and maintains a variety of reports;

Prepares and implements bids, schedules, routes, vacations, holidays, and scheduling of Coach Operators

Participates in the selection and training of Coach Operators and Transit Supervisors by interviewing candidates;

Recommends the hiring, promotion, discipline, and termination of operators to the Commissioner.

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

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

Thorough knowledge of the geography of Broome County;

Thorough knowledge of the operations of a transit system in Broome County;

Thorough knowledge of the Motor Vehicle and Traffic Laws, and of the rules and regulations pertaining to coach operation;

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

**SENIOR TRANSIT SUPERVISOR—cont'd**

Good knowledge of the methods, principles, and practices of effective supervision;  
Ability to remain calm in emergency situations;  
Ability to transmit oral messages with good diction, using a radio, telephone, or in person;  
Ability to understand and interpret oral and written instructions such as transit schedules and contracts;  
Ability to write a variety of reports in a clear, concise manner;  
Ability to establish and maintain effective working relationships with the general public, Coach Operators, Transit officials, and staff;  
Ability to communicate effectively both orally and in writing;  
Ability to operate a transit coach;  
Ability to calculate arithmetic computations;  
Tact; Dependability.

**MINIMUM QUALIFICATIONS:**

- A) Graduation from high school or possession of an equivalency diploma and six years of 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 two years 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.

**SPECIAL REQUIREMENTS:**

- 1) 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, AND
- 2) Certification as a New York State 19A motor vehicle examiner must be maintained throughout employment in this title.