North Central
Regional Transit District
Job Description

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<tr>
<th>Title:</th>
<th>Transit Supervisor</th>
<th>Code:</th>
<th>315</th>
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<tbody>
<tr>
<td>Division:</td>
<td>Field Operations</td>
<td>Effective Date:</td>
<td>04/13</td>
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<tr>
<td>Department:</td>
<td>Operations</td>
<td>Last Revised:</td>
<td>04/19</td>
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<td>FLSA Status:</td>
<td>Non-Exempt</td>
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GENERAL PURPOSE

Performs a variety of first-line supervisory duties as needed to organize, coordinate and oversee day-to-day delivery of safe, efficient and on time transportation services to the customer throughout the NCRTD.

SUPERVISION RECEIVED

Works under the general supervision of the Transit & Facilities Operations Director.

SUPERVISION EXERCISED

Provides close to general supervision to Transit Driver(s) and Customer Service Representative(s).

ESSENTIAL FUNCTIONS

Performs variety of supervisory, administrative, reporting, tracking and customer service tasks as needed to fulfill daily transportation commitments and schedules; monitors services in process and evaluates operational performance to ensure quality and customer satisfaction; trouble shoots and manages emergency situations, adjusts to customer issues; assess best solution and utilizes most effective and efficient resources; prepares fuel utilization, rider accident, maintenance and "tally sheet" and demand manifest reports; suspends "no-show" riders.

Ensures that Transit Operators and Dispatcher/customer service representatives observe and adhere to all federal, state and local laws, rules and procedures; and to all District and Transit Division operating policies and procedures; observes and adheres to policies and procedures specified in the current Collective Bargaining Agreement.

Monitors and evaluates Transit Operators and Dispatcher/customer Service Representatives in-service performance provides additional instruction and feedback, recommends additional training when needed, and documents information used for progressive discipline in conformance with District policies and Collective Bargaining Agreement.

Provides instruction and evaluation to Transit Operators and Dispatcher/customer service representatives in behind the wheel skills; proper pre-trip and post-trip bus inspections; safety and security issues; defensive driving, customer relations and emergency management skills; and proper accident procedures and prevention techniques; conducts new hire orientation, training and evaluation; and annual refresher training programs.

Assists, monitors, and oversees Dispatcher/Customer Services Representatives and Transit Operators with special re-routing due to road closures caused by weather, street construction, traffic accidents, etc.

Oversees and monitors the preparation of the daily/weekly work schedule by the Dispatcher/customer service representatives/Customer Services Representatives to ensure adequate coverage of all bus routes.

Performs field supervisory duties, e.g., customer relations; on-time performance; ride checks; route evaluation; re-routing; bus stop and passenger shelter inspections; accident/incident investigations; and coaching and guidance.

Prepares and submits bi-weekly, for each Transit Operator and Dispatcher/customer service representative under their supervision, a computerized payroll form.

Maintains up-to-date Transit Operator and Dispatcher/customer service representative files documenting all performance appraisal reviews, commendations, training, incidents and accidents, informal coaching and guidance, written reprimands, and formal disciplinary actions.

Serves as Dispatcher/customer service representative or Transit Operator in cases of emergency or because of unforeseen staffing shortages.

Assures drivers are available and assigned to vehicles in computer system; monitors actual performance via AVL/MTD and two-way radio systems (for future CAD software).
Analyzes and makes recommendations regarding schedule adherence, and other operational needs or problems; reports discrepancies and/or unsafe conditions to appropriated personnel; and recommends and implements corrective actions. Reviews schedule for any necessary changes.

Receives, researches, and resolves customer complaints; conducts customer/site inspections; opens/closes facility to allow access for employees; issues oral and written instructions to staff on schedule changes, fares, policies, etc.; updates staff and files with various document information.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:
   A. Graduation from high school or GED; AND
   B. Six (6) years of progressively responsible experience in passenger bus transportation (i.e., school bus, fixed-route, Para-transit, transit agency, charter bus, etc.) work experience; two (2) years of which must have been in a lead position; OR
   C. An equivalent combination of education and experience related transit field services supervision.

2. Knowledge, Skills and Abilities:
   Considerable Knowledge of supervisory principles and practices. Ability to use computers and variety of software programs; the ability to plan, assign, direct, coordinate and review the work of others; to establish effective working relationships with associates and the public; to communicate effectively and to produce required reports relative to transit operations; principles and practices of customer service and public relations methods; operation principles, methods, systems and traffic regulations to be used in implementing an efficient, safe and dependable transit program; applicable federal, state and local laws, rules and regulations.

   Some Skill in operation of transportation vehicles, computer operations, etc.

   Ability to read and understand maps and time tables, which includes determining directions and following a mapped-out route; use prudent judgment and common sense in making quick, safe decisions with minimal supervision and adapt to constantly changing operating environments; work unusual hours, split shifts, weekends, holidays, and overtime as required; effectively communicate, both orally and in writing, while interacting with customers and RTD staff in a courteous, professional manner. This includes providing good customer service by attending to the needs of a diverse customer base in a sensitive manner; work and maintain professional composure while under stress and pressure; handle matters of a confidential nature; climb stairs, reach above shoulder level, walk for an extended distance, bend, stoop, lift, and push/pull up to 70 pounds without assistance as well as sit for an extended length of time; work effectively in a diverse workforce.

3. Special Qualifications:
   For Driving by District Regulations: (1) Ability to sit without discomfort for prolonged periods of time on a variety of driver’s seats in different models of transit vehicles, and fit behind the steering wheel with clearance between abdomen and wheel; (2) turn head up to 180 degrees in either direction on a regular and frequent basis; (3) walk to enter and exit the vehicle. For Wheel Chair Tie-Downs: Ability to bend, crouch, and/or kneel and balance while simultaneously manipulating and fastening tie-down straps. Licensing and Special Requirements: (1) Must obtain and maintain a valid State of New Mexico Commercial Driver’s License(CDL-A or B) with (P) endorsement and airbrake certification or must obtain and maintain a NM Commercial Driver’s License (CDL-A or B) with a “P” endorsement through the North Central Regional Transit District within six (6) weeks of hire date and meet the District’s driving standards; obtain and maintain all other endorsements/clearances required by DMV and obtain DOT medical certificate and maintain such for the duration of employment as a Driver. (2) Must satisfactorily complete the District’s New Operator Training Program. This position is deemed to be a safety sensitive position under FTA drug and alcohol regulations, and therefore is subject to random drug testing. Provides on-call response to operations issues, 24/7.

4. Work Environment:
   While performing the duties of this job, the employee is normally within a field environment; exposure to dust, fumes, exhausts, various noise levels, various temperatures, and chemicals for an extended length of time as well as in various outdoors weather conditions as required. Position requires maintaining physical condition necessary for sitting for prolonged periods of time.
5. Professional Standards:

At North Central Regional Transportation District, we offer services as a team of respectful, qualified professionals. Our customers come first. They are our neighbors. We believe that the following Professional Standards are crucial for you to embody if we are going to be a match as employer and employee.

In addition to being competent in the essential functions outlined above and minimum qualifications outlined above, you have an important professional role to play in NCRTD. To fill that role, you are expected to practice and exhibit the following attitudes and behaviors while at work.

- Remain a professional, balanced, respectful, problem-solver, even under stress or when out of your comfort zone.
- Demonstrate trustworthy behavior and speech (personal integrity and professional competence, do what you say you will do, be dependable, be accountable, act as a contributing member of our professional team).
- Show respect for coworkers and customers (be attentive, recognize others' contributions and concerns, maintain the dignity of all people, empathize, honor differences, build rapport when possible and forgiveness where necessary).
- Keep a positive, “can do” attitude toward tasks, coworkers, management and customers.
- Communicate coherently (listen to understand, speak to be understood, no blaming, ask questions).
- Demonstrate flexibility in the face of changes and new ideas (understand why changes are being made, ask questions about them when necessary, give them a chance and offer feedback where appropriate).
- Be a steward (1) of our organization’s resources (avoid waste, suggest cost saving ideas, take care of things by keeping them clean and the area safe); and (2) of your personal career (identify one or two areas of growth, learning or certification to pursue every year).

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Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

Approved by Executive Director: [Signature] Date 6/14/18