



Job Description

**ART OPERATIONS SUPERVISOR
WINDOW FIELD RADIO**

**Position Code: A_O17
Salary Grade: A_H2**

SUMMARY

Under general supervision, coordinates and conducts the operation activities of ART's 24/7 transportation system environment. Provides customer service to the riding public, external clients and internal customers, using real-time service management, two-way radio communications, on-scene coordination, in-person support to ensure safe, reliable, courteous service.

REPRESENTATIVE DUTIES

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

1. Demonstrates a positive, customer-first attitude. Addresses customer comments and other service issues. Consistently maintains a professional appearance and demeanor.
2. Communicates with Contractor staff to develop operating and Coach Operators schedules for daily roll-out responsibilities.
3. Records events, generates and communicates reports, and maintains documentation.
4. Provides exemplary customer service to Coach Operators and external customers, demonstrating a positive and customer-first attitude and maintaining a professional appearance and demeanor.
5. Evaluates working conditions and takes necessary actions to establish and maintain a safe working environment at the base.
6. Coordinates, implements and/or communicates actions with management, Central Communications, customers and affected parties using appropriate methods and following established policies and procedures to ensure service reliability.

REPRESENTATIVE DUTIES IN THE WINDOWS SECTION:

1. In communication with Contractor, oversees Coach Operator fitness for duty, including divergence from normal behavior patterns, uniform appearance, grooming, and possession of driving credentials and medical card. Counsels coach operators and documents actions that may lead to discipline.
2. Implements, communicates, and/or enforces polices, rules, regulations, and procedures relating to the daily operation of the ART system. Answers Coach Operator questions and assists operators with difficult customer and bus system situations.
3. Through Contractor, assigns work runs and buses, guaranteeing that physical rollout adheres to prepared schedules and meets on-time performance objectives. Recommends and employs procedures for more efficient utilization of labor and vehicle assignments.



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4. Dispatches extra-board coach operators and fills vacant work assignments, providing efficient allocation of work and maximum staffing levels for all bus routes on a daily basis.
5. Maintains and corrects schedule of daily coach operator assignments and records changes in pay system.
6. Coordinates a seniority work assignment selection process (bid process). Coordinates Vacation and Personal Paid Holiday bidding ensuring accuracy while Coach Operators select their time off using the seniority system.
7. Researches customer complaints and compliments and determines if discipline/ recognition is warranted. Research includes utilizing tools and resources available, and ordering video surveillance.
8. Supervises and monitors coach operator performance including compliance with employee rules and regulations and safety requirements.

REPRESENTATIVE DUTIES IN THE FIELD SECTION:

1. Manages service delivery and logs issues with respect to coach operator driving skills, bus speed, on-time pullout, schedule adherence, routing, running times, stops, and layovers. Ensures safe and reliable service.
2. Responds to and manages bus collisions, emergencies and situations requiring the direction of resources to effect a rapid and efficient return to normal service.
3. Demonstrates a positive, customer-first attitude. Addresses customer comments and other service issues. Consistently maintains a professional appearance and demeanor.
4. Evaluates, establishes and maintains a safe transit working environment. Inspects and evaluates transit centers, bases, bus stops, and transit corridors to ensure they are operational and safe. Regularly conducts accident reduction activities, takes corrective action when needed, and notifies affected parties.
5. Creates, implements, posts, and maintains both planned and unplanned detours while assuring they are safe, effective, and clearly communicated to all customers, i.e., coach operators, affected agencies, etc. Ensures Bus Stop Status is updated in a timely and accurate manner.
6. Coordinates Down List with Maintenance. Inspects and reports on defective equipment, both for buses and supervisor vehicles. Initiates repairs, clean-ups and secures hazardous areas, when necessary, and within guidelines.

REPRESENTATIVE DUTIES IN THE RADIO/COMMUNICATIONS SECTION:

1. Manages service related issues, coordinating utilization of support resources in the field, including maintenance, Field Supervisors, Police Services, medical aid, firefighting services, and police, ensuring safe, reliable, courteous service. Communicates major incidents and accidents to management.
2. Receives and responds to telephone and voice radio calls from Coach Operators and other staff members. Provides callers with accurate and clear information or refers calls to appropriate staff for handling.



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3. Answers Coach Operator questions and assists operators with difficult customer and bus system situations.
4. Inputs call and vehicle information into a database within a multi-tasked, integrated communications system environment.
5. Tracks and locates vehicles. Applies established service recovery techniques, minimizing disruption or loss of service and ensuring safe, reliable service.
6. Communicates detours of the fixed route system, including special events.
7. Performs emergency operations communications services in accordance with established procedures and Standardized Emergency Management System.
8. Completes, documents and submits a minimum of one monthly inventory inspection of a supervisor vehicle.

QUALIFICATION GUIDE

Knowledge of:

- Transit operating procedures, rules, and regulations.
- Transit routes, schedules, and equipment.
- Labor contracts.
- Bus equipment, operations, and mechanics.
- Types of problems encountered by coach operators and alternative solutions.
- California State vehicle laws and codes.
- Record-keeping techniques.
- Safe practices in the operation of a transit system.
- Counseling techniques.
- Leadership and interpersonal skills.

Ability to:

- Operate radio communication systems, including voice radio and computer-aided dispatch equipment.
- Interact professionally with various levels of staff and outside representatives.
- Apply operating rules and regulations.
- Analyze situations; make quick, sound decisions; adopt an effective course of action.
- Operate agency vehicles, including buses.
- Learn agency software programs.
- Work effectively, cooperatively, positively, and patiently with others.



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- Perform basic mathematical calculations.
- Use basic computer software applications, such as Word and Excel.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to high school diploma and a minimum of approximately three years' experience that demonstrates ability to perform the requirements of the position, including two years of experience in bus operations. Supervisory experienced preferred.

SAFETY SENSITIVE

Positions in this job classification are considered safety sensitive and are subject to drug and alcohol testing, including but not limited to pre-employment testing, post-accident testing and random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations, and U.S. Department of Transportation (DOT) regulations, 49 CFR Part 40 and Part 655. Please refer to the OCTA Drug and Alcohol Policy Manual for additional information.

SPECIAL QUALIFICATIONS

Must possess a safe driving record. Must possess and maintain a valid California Commercial Driver License Class A or B with "P" (passenger) endorsement, with no air brake restrictions. Work location is operational 24 hours a day, 7 days a week. Must be able to work various shifts.

WORKING CONDITIONS/PHYSICAL ACTIVITIES

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office and/or field environment depending upon assignment.
- Requires ability to understand verbal communication and to respond effectively.
- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.