



Job Description

**OPERATIONS SUPERVISOR
COMPLIANCE & SAFETY**

**Position Code: A_O17
Salary Grade: O_S3**

SUMMARY

Under direct supervision, assists in the planning, implementation, and monitoring of the agency's bus system. Monitors system performance, conducts research, and identifies recommendations for service improvements. Directly supervises, evaluates and supports the daily activities of coach operators to ensure full compliance with agency work standards and policies.

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.

QUALIFICATION GUIDE

- Supervises and evaluates performance of Dispatch & Road Supervisors, ensuring compliance with work and safety standards, customer comment policy and objectives, and attendance regulations.
- Advises on issues pertaining to Dispatch & Road Supervisors performance
- Develops Dispatch & Road Supervisors work schedules and enforces relevant company policies and procedures
- Performs liaison responsibilities between operations and maintenance to assure an effective working relationship is established for enhanced bus system service and adherence to pull-out standards
- Audits for completeness of all relevant forms and necessary follow-up actions on incidents and accident occurrences with safety, training, and risk management functions
- Administers Drug & Alcohol Program
- Assists Director of Operations with Safety & Training functions
- Develops reports and maintains databases related to transit system ridership, performance characteristics,
- Conducts office and field research and investigation to identify recommendations for service improvements and to resolve reported overloads based on system performance information, customer input, and frequent bus route ride-alongs, and input from agency personnel such as coach operators, field supervisors, line

Knowledge of:

- Principles, policies and practices of transit management and administration
- Personnel leadership and motivation techniques
- Computerized vehicle and personnel work assignment
- Basic analysis, interpretation, and communicating conclusions
- Counseling and coaching employees
- Federal Drug & Alcohol Program rules
- US DOT and State Commercial Licensing requirements



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Ability to:

- Plan and direct the work of staff
- Effectively train and evaluate staff
- Develop, implement, and maintain base operations performance goals and objectives
- Analyze, interpret, and express information in oral and written form
- Identify, develop, and implement policy and procedural improvements
- Prepare reports using standard computer applications
- Apply and enforce the agency's personnel policies – Contribute to creating personnel performance plans and objectives.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to a high school diploma with a minimum of approximately four years related experience or a bachelor's degree in transportation operations or similar field with a minimum of approximately two years related experience. Requires performance of increasingly complex transit operations responsibilities. Previous lead experience is preferred.

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. ATN 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 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.

SPECIAL REQUIREMENTS & CERTIFICATIONS

Valid CDL California Driver License. Pre-employment and ongoing drug screening and background check is required. ATN is an equal opportunity & affirmative action employer.

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.



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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