



## Job Description

**OPERATIONS SUPERVISOR  
TECHNOLOGY DEPLOYMENT**

**Position Code: A\_017  
Salary Grade: O\_S3**

### SUMMARY

Under direct supervision, assists in the planning, implementation, and monitoring of the agency's service improvements. Directly supervises, evaluates and supports the daily activities of coach operators to ensure full compliance with agency work standards and policies. Assists with deployment of technology related special projects and integration initiatives, including product testing, and component evaluation for all fleet and in the field related tasks and activities for ART's fleet of buses, equipment, signage and all other applications.

### 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
- Evaluates and modifies preventive and predictive maintenance programs for technology related applications
- Assists with preparation and implementation plans, including but not limited to identification of technical specifications, resource requirements, affected equipment, and deployment schedule.
- Develops and implements QA programs following established section procedures, including but not limited to, project implementation, QC inspections, vehicle acceptance inspections, failure analysis, and technical data notices.
- Works effectively with vendors to deploy, implement, and maintain ART services, equipment and project implementation

#### **Knowledge of:**

- Principles of management and administration practices
- Principles of project management, analysis and evaluations
- Principles and practices of QA, QC procedures, guidelines, and techniques
- Methods, equipment, and tools used in the QC process and activities
- Basic analysis, interpretation, and communicating conclusions



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### Ability to:

- Plan and direct the work of staff
- Effectively train and evaluate staff
- Define problems, collect data, establish facts, and arrive at valid conclusions
- Read, analyze, develop and interpret technical reports. – Provide effective oral and written presentation skills
- Analyze situations accurately and develop and adopts effective courses of action. Plan, direct and organize work
- Effectively supervise others
- Provide organizational back-up when required
- Prepare clear and concise performance reports for management review
- Operate computers and utilize database and spreadsheet programs proficiently.

### 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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<b>SAFETY SENSITIVE</b>
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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