

STARTRAN FIELD SUPERVISOR

NATURE OF WORK

This is responsible supervisory work involving the delivery of mass transit services to the general public.

Work involves the responsibility for dispatching Bus Operators by means of a two-way radio system; dispatching Handi-Van Operators by means of a two-way radio system; and supervising and checking on operators to ensure compliance with operating schedules as well as established operating procedures and policies. Employees in this class may be assigned to one specific area of responsibility such as dispatching Bus Operators; however, assignments may be rotated and may include one or more of the functions indicated above. Supervision is received from an administrative or a professional superior with work being reviewed in the form of observations, consultations and public comment. Schedule supervision is exercised over subordinate Bus Operators and Bus Operator Trainees.

EXAMPLES OF WORK PERFORMED

Supervises the daily operation of Bus Operators/Handi-Van Operators and the delivery of passenger service to ensure adherence to established schedules and operating procedures; monitors established bus schedules for availability of Bus Operators/Handi-Van Operators and equipment; assigns replacement operators as necessary; and operates two-way radio system in the performance of dispatching duties.

Investigates accidents and passenger incidents to determine facts and prepares required reports.

Prepares reports regarding all phases of bus operations and the delivery of transit services to the general public.

May supervise and participate in various training activities within the transit system.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the principles, practices and techniques of bus operations and the delivery of transit services to the general public.

Considerable knowledge of the City's street system and possible alternate bus routes.

Considerable knowledge of all bus routes and areas of service.

Ability to supervise and monitor the activities of operators and the delivery of transit services.

Ability to prepare accurate and comprehensive reports.

Ability to understand and carry out both oral and written instructions.

Ability to establish and maintain effective working relationships with co-workers, operators, and the general public as well as handicapped patrons of the StarTran Handi-Van program.

Skill in the operation of a two-way radio communication system.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent plus two years of experience in a transit system or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

When providing behind the wheel training, the employee is required to hold a Commercial Driver's License (CDL) of the same or higher class and with all endorsements necessary to operate the vehicle for which training is to be provided and has at least two years of experience driving the vehicle requiring a CDL of the same or higher class and/or the same endorsement.

5/22

PS5603