

## TRANSIT SUPERVISOR I

### Class Definition

Under general direction, supervises the training, assignments, and performance of Bus Drivers on an assigned shift.

### Distinguishing Characteristics

Transit Supervisor I is the first-line supervisory class in the Transit Operations Section. Incumbents coordinate the activities of Bus Drivers and implement and enforce division operating procedures. Transit Supervisor I is distinguished from Transit Supervisor II in that incumbents of the latter coordinate the activities of the programs and staff, as well as, supervise incumbents in the Supervisor I class in coordinating the daily assignments of equipment and personnel. It differs from Bus Driver in that incumbents of the latter operate buses on assigned routes.

### Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for these classes.)

Supervises the dispatch and operation of buses on an assigned shift.

Assigns drivers to buses; checks-in drivers at the beginning and completion of runs.

Rides with drivers to evaluate performance; makes corrections and suggestions as necessary.

Checks drivers to insure that routes are being run a scheduled; restores service, in cases of delay or interruptions to service.

Trains new Bus Drivers in correct and safe bus operation; instructs drivers in public and passenger relations.

Investigates service interruptions, rule infractions, and accidents.

Investigates and resolves customer complaints and minor grievances.

Prepares required reports and memoranda.

Recommends disciplinary actions, commendations, and other personnel actions to department management.

Responds to passenger accidents and traffic accidents involving department vehicles.

Responds to any field situations or incidents requiring intervention.

Identifies service problems and recommends improvements.

May supervise the operation of demand-response paratransit service.

Performs related duties as required.

*Knowledge, Abilities, and Skills*

Knowledge of the rules, regulations, and standard operating procedures of the transit system and of bus routes and schedules.

Knowledge of safe bus operating practices, and the hazards, safety rules, and precautions in bus operation.

Ability to supervise drivers in operating buses on schedule, and to act quickly in making substitutions and meeting emergency situations.

Ability to train drivers in correct operating and safe driving practices.

Ability to operate buses skillfully, safely, and according to traffic laws and regulations.

Ability to investigate and resolve customer complaints courteously and tactfully.

Ability to resolve minor grievances and disciplinary actions.

Ability to perform limited repairs to buses and equipment.

Ability to maintain records and prepare clear and concise reports.

Ability to establish and maintain effective working relationships with those contacted in the course of work.

Skill in written and oral communications.

Minimum Qualifications

Fifteen units of accredited college or university course work in public or business administration or a closely related field; and three years of experience in transit operations with the City of Fresno Transportation Department, or with a comparable transportation system. One additional year of qualifying experience may be substituted for the required education.

Necessary Special Requirement

Possession of a valid Class "C" California Driver's License required at time of appointment.

May be required to obtain a Class "B" California Driver's License with Passenger endorsement.

APPROVED: \_\_\_\_\_  
Director

DATE: \_\_\_\_\_