

JOB TITLE: Transportation Supervisor

TR/2

DEPARTMENT: Transportation

JOB SUMMARY: This position is responsible for the daily activities and supervision of the Operations Section of the Transportation Department.

MAJOR DUTIES:

- Supervises, monitors and evaluates the Operations Staff and the overall daily activity of the Operations Section.
- Schedules assignments and monitors weekly accumulation of hours.
- Conducts street supervision of fixed-route and para-transit services.
- Conducts on-time performance checks and ride checks with all bus operators.
- Trains, evaluates, and counsels Operation's employees; resolves grievances and issues discipline when required.
- Prepares employee performance reviews.
- Attends and assists with employee meetings.
- Assists with the planning, evaluation and development of routes and schedules; may develop special routes as needed.
- Investigates customer complaints and recommends appropriate action.
- Assists at the scene of accidents and incidents.
- Assists with driving, scheduling, and dispatching as needed.
- Ensures proper maintenance of bus stop signs, shelters, and other transit equipment.
- Maintains professional image and conduct, including a proper, well-maintained uniform while on duty.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of the street network in the City of Jonesboro

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- Knowledge of DOT, ATA, FTA, and AHTD policies and procedures.
- Knowledgeable of the City of Jonesboro Transportation Department policies and procedures.
- Skill in supervision.
- Skill in oral and written communication.
- Skill in operating a transit vehicle safely.
- Ability to interact well with fellow employees and other city departments and the general public.
- Ability to attain and maintain a valid State of Arkansas Commercial Driver's License with air brake and passenger certification.
- Ability to operate a professional 2-way radio communications system.

SUPERVISORY CONTROLS: The Transportation Coordinator assigns work in terms of general instruction. Completed work is reviewed for compliance with procedures, accuracy and the nature and propriety of the final results.

GUIDELINES: Guidelines include federal, state, and local laws and ordinances. These guidelines are generally clear and specific, but require some interpretation in application.

COMPLEXITY: The work consists of related duties in supervising the Operations staff and in driving a JETS bus as needed.

SCOPE AND EFFECT: The purpose of this position is to supervise the Operations staff of JETS and fill in as a driver as needed. Successful performance contributes to the accessibility of goods and services to all citizens.

PERSONAL CONTACTS: Contacts are typically with the public, co-workers, and other city employees.

PURPOSE OF CONTACTS: Contacts are typically to provide services and to exchange information.

PHYSICAL DEMANDS: This work is typically performed seated at a desk or driving a vehicle. This consists of sitting, intermittent standing, walking, bending crouching, or stooping and assisting passengers in boarding or de-boarding the bus.

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WORK ENVIRONMENT: The work is typically performed in an office, bus, or outdoors. The employee may be exposed to inclement weather and noise.

SUPERVISORY AND MANAGEMENT SKILLS: This position has direct supervision over the Operations staff of the Jonesboro Economical Transit System.

MINIMUM QUALIFICATIONS:

- Ability to read, write, and perform mathematical calculations commonly associated with the completion of high school or the equivalent.
- Sufficient experience to understand the duties of the position, usually associated with having had a similar position for two to three years.
- Ability to obtain and maintain a current Valid Arkansas Commercial Driver's License with air brake and passenger endorsement (Class B – P2)