

MAJOR FUNCTION

This is responsible administrative and supervisory work in coordinating and monitoring the daily activities of the Operations Division of the StarMetro Department. Work involves responsibility for implementing, operating and maintaining efficient and economical daily operation of the City's transit buses on designated routes and schedules. Duties include installing new and revised bus routes and assignment of operators to routes and schedules through a predetermined system to these routes. Included in the work is the selection, placement, promotion, training safety, appraisal and discipline of division employees. Work also involves responsibility for coordinating with the Transit Maintenance Superintendent for the repair, preventive maintenance, servicing and cleaning of buses. General direction is received from the Director-Transit who establishes policies and indicates results desired, and reviews the work through conversation and reports to determine conformity of results with requirements.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Assists in the preparation and administration of division budget. Coordinates and directs driver's training, testing, and other safety programs. Takes and/or recommends appropriate disciplinary action for unsafe violations and misconduct. Supervises and participates in the investigation of complaints and takes appropriate follow up action. Enforces disciplinary procedures and effectively appraises employees' performance. Handles drivers' grievance hearings. Plans, schedules, assigns, supervises and reviews the work of coach operators, supervisors, dispatchers, clerical and informational employees. Develops operational reports, and performs routine clerical and administrative functions. Performs related work as required.

Other Important Duties

Conduct a variety of organizational studies, investigations and operational studies; recommend modifications to City transit operation programs, policies and procedures as appropriate. Perform related duties and responsibilities as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills:**

Thorough knowledge of the characteristics and operation of a public or comparable transit system. Considerable knowledge of transit operating principles. Considerable knowledge of state and local traffic and other regulations relating to the operations of passenger-carrying vehicles. Considerable knowledge of the operation and maintenance of passenger carrying vehicles. Considerable knowledge of the principles of supervision, training and performance evaluation. Ability to coordinate the successful implementation of policies and procedures. Ability to communicate effectively, both orally and in writing. Ability to write reports and maintain files. Ability to plan, schedule and assign transportation personnel and equipment. Ability to plan, organize and supervise work of subordinates in a manner conducive to full performance, high morale and safe operations. Ability to make accurate cost estimates for special projects requiring the use of transit buses. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, mass transportation, planning or closely a related field and four years of transit experience to include driving, dispatching, and schedule making in mass transportation operations; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess the appropriate State Commercial Driver's License (CDL) and endorsement(s) at the time of appointment, or must have passed the appropriate written CDL test/endorsement(s) and obtained a CDL permit at the time of appointment and obtain the appropriate CDL licensure within 60 calendar days from date of employment as a condition for continued employment.

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