

**MAJOR FUNCTION**

This is responsible supervisory work in the operation of the City transit system. Work involves responsibility for the inspection, observation and supervision of coach operators, and monitoring of private contract operators, in maintaining quality service, timely schedules and safe driving practices. Work is performed under the general supervision of the Superintendent-Transit Operations or Superintendent-Paratransit Services. Work is reviewed through conferences, reports, observations, and by results obtained.

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

Supervises the performance of coach operators and private contract operators, as applicable, to insure safe and lawful operation of buses at all times. Instructs coach operators in the proper handling, care, and maintenance of buses. Monitors assignment boards to insure coverage of all shifts and designates operators to duty assignments as required. Operates two-way radio for dispatch, general communications and other purposes. Checks routes and operating conditions for schedule adherence, damaged benches and bus stop signs, street detours, downed buses, traffic obstructions, etc. Oversees placement and maintenance of bus stops, benches and bus shelters. Maintains petty cash and ticket fund. May operate bus during emergency conditions. Operates money counting equipment. Answers inquiries from the public and resolves complaints. Takes reservations for special transportation activities and charters. Recommends the hire, transfer, advancement, grievance resolution, discipline, and discharge of subordinates. Conducts performance evaluations and recommends approval or disapproval of merit increases. May monitor coordinated transportation private providers for service compliance and safety. Performs related work as required.

**Other important Duties**

Performs routine clerical and administrative functions to support operations. Identifies and recommends opportunities for staff development. Coordinates staff's attendance at meetings, training sessions and other obligations that dictate deviation from standard work routines. Performs related work as required.

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

Considerable knowledge of transit routes, schedules, operational procedures, industry rules and regulations, traffic laws and safe driving principles. Considerable knowledge of general transit operations and paratransit type services. Considerable knowledge of the characteristics, operation, and maintenance of the passenger vehicles used in the transit industry. Considerable knowledge of the geography of Leon County. Ability to supervise, plan and direct work of subordinates. Ability to communicate effectively, orally and in writing. Ability to establish and maintain effective working relationships with subordinates, peers, contracting agencies and the general public. Ability to use independent judgment, as necessary, in carrying out assigned duties and responsibilities. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and four years of experience that includes paratransit or general transit operations; or an equivalent combination of education and experience.

Necessary Special Requirements

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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