MAJOR FUNCTION

This is a responsible supervisory position that attends to service-related concerns and communications from StarMetro/City of Tallahassee Transit Operators, Dispatchers, Managers, Directors, etc. Exhibits goals and objectives through daily responsibilities, which will include professional oral and written communications using various technologies and equipment. Will be a component of first responder personnel to accidents, incidents, and/or occurrences which disrupt normal scheduled operations. Reports directly to the Senior Supervisor.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Supervises the performance of Transit Operators and private contract operators, as applicable, to always ensure safe and lawful operation of buses. Instructs coach operators in the proper handling, care, and maintenance of buses. Monitors assignment boards ensure coverage of all shifts and designates operators to duty assignments as required. Operates two-way radio and telephone 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, loitering, traffic obstructions, etc. 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. Emergency essential staff. Performs related work as required.

Other Important Duties

Performs routine clerical and administrative functions to support operations. Completes, collects and submits reports as required on a daily, weekly, and monthly basis. Identifies and recommends opportunities for staff development. Coordinates staff's attendance at meetings, training sessions and other obligations that require deviation from standard work schedules. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Ability to supervise efficiently, 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 laptops, and/or tablets 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 two years of supervisory experience.

Note: Preference may be given to applicants with a bachelor's degree.

Necessary Special Requirement

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.

Established: 10-01-86
Revised: 02-09-90
07-08-93
04-05-02
04-22-04
07-23-11
11-07-12
02-24-20
05-18-23
12-30-25
11-02-26