



OPERATIONS SUPERVISOR (INTERNAL)

Company Name: Capital Area Transit System

Position Type: Fulltime

Location: Baton Rouge

The Capital Area Transit System, commonly referred to as CATS, provides bus services to residents of and visitors to Baton Rouge and Baker, Louisiana.

CATS Mission Statement: Enriching the lives of our customers and communities by offering independence and safety ... connecting you to what matters.

CATS Vision:

- Safety First
- Customer-Focused
- Drive Economic Excellence
- Integrity in Everything We Do
- Social and Environmental Responsibility

CATS Governance: CATS is governed by a nine-member Board of Commissioners, which meets monthly to handle the business of the agency. The CATS Board hires a CEO to manage the day-to-day functions of the agency and implement its strategic visions for the system. CATS is an independent agency from the City-Parish government, funded by a combination of a local millage, self-generated funds, and state and federal transportation dollars. The Baton Rouge Metro Council appoints the nine members of the CATS Board of Commissioners.

Summary/Objective:

The Operations Supervisor ensures the efficient operation of daily transportation services and personnel assigned. The Operations Supervisor is responsible for supervising and monitoring the activities of the bus operators and equipment in accordance with the collective bargaining agreement and service requirements on a daily basis, supervises personnel and ensures that scheduled services operate efficiently, resolves or refers calls to the appropriate personnel, and

provides supervision and assistance to ensure compliance with operating standards to assist operators with problems.

Essential Functions:

- Conducts site checks and road observations according to client and local policy.
- Documents findings accordingly and provide necessary reports to project staff.
- Conducts wheelchair securement and vehicle cleanliness checks on in service vehicles.
- Monitors street operations for on-time performance and schedule and route adherence.
- Ensures that pre-trip compliance is documented and reviewed for accuracy.
- Ensures that all software is working appropriately during fixed route service and act as point of contact when in the field for troubleshooting.
- Provide customer information for site personnel and at key locations.
- Respond to accidents and incidents assisting to manage the situation as well as collecting all required information, assist dispatch and operations staff in resuming service levels according to contract specifications and minimizing passenger disruptions.
- Accompanies operators to medical facilities as required after accident or injury, ensure proper administration of post-accident drug and alcohol testing.
- Conducts gate checks at pull-out or pull-in times ensuring on-time service and proper completion of necessary paperwork including manifests and pre- and post-trip inspections.
- Identifies potential rerouting required as a result of traffic, construction or accident situations.
- Ensure that all operators are fit for duty, meet uniform and equipment standards and are in possession of proper licensing and certifications.
- Assists operators with service or passenger problems.
- Assists dispatch and vehicle maintenance staff with vehicle change outs that occur in the field.
- Provides feedback to safety and operations departments on service items that affect safety and performance.
- Identifies potential safety hazards and provide feedback to be incorporated into daily operations procedures.
- Assists in determination of preventability of accidents and incidents and make recommendations for future training based on individual events or on system trends.
- Accurately document all field observations and ensure file maintenance.
- Performs other duties associated with partner department and as directed by management.



How to apply:

Please submit an application and resume to: catscareers@brcats.com. Applications will be accepted until suitable candidates are selected.

CATS provides equal employment opportunities (EEO) to all employees and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and training.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by law.