

Capital Area Transit System

DEPARTMENT:	Operations
POSITION:	Operations Supervisor
OPENING DATE:	May 7, 2021
CLOSING DATE:	March 14, 2021
RECRUITMENT TYPE:	Internal

OPERATIONS SUPERVISOR

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

Essential Functions

- conduct site checks and road observations according to client and local policy. document findings accordingly and provide necessary reports to project staff.
- conduct wheelchair securement and vehicle cleanliness checks on in service vehicles.
- monitor street operations for on-time performance and schedule and route adherence.
- ensure that pre-trip compliance is documented and reviewed for accuracy.
- ensure that routematch 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.
- accompany operators to medical facilities as required after accident or injury, ensure proper administration of post-accident drug and alcohol testing.
- conduct 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.
- identify 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.
- assist operators with service or passenger problems.
- assist dispatch and maintenance staff with vehicle change outs that occur in the field.
- provide feedback to safety and operations departments on service items that affect safety and performance, identify potential safety hazards and provide feedback to be incorporated into daily operations procedures.
- assist 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.

Please submit a cover letter and resume to: catscareers@brcats.com. Submittal must be received no later than Friday, May 14, 2021.

Capital Area Transit System (CATS) is an Equal Employment Opportunity employer. CATS does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable federal, state or local laws.