

Job Title:
Operations and Yard Supervisor

FLSA STATUS: Exempt

SUPERVISION RECEIVED FROM: Operations Manager

DEPARTMENT: Operations

WORK SCHEDULE: Varies depending upon schedule

SUPERVISION EXERCISED OVER: Bus Operators

MINIMUM QUALIFICATIONS: A high school diploma or equivalent and two years' experience in transit with at least one year in supervisory/management capacity in any field and at least two years' experience in transportation. A valid Commercial Driver's License with P endorsement is required. **Preferred Qualifications:** Bachelor's degree in any field

SUMMARY: The Operations & Yard Supervisor ensures the efficient operation of daily transportation services and personnel assigned. The Operations & Yard 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 building & grounds personnel and ensures that scheduled services operate efficiently. S/He resolves or refers calls to the appropriate personnel and provides supervision and assistance to assist operators with problems to ensure compliance with operating standards. The Operating and Yard Supervisor will be trusted to a greater extent and assume a wider range of assignments than the Operations Supervisor.

REQUIRED KNOWLEDGE, SKILLS, and ABILITIES:

Ability to work abnormal hours/split shifts may be required as well as weekends and holidays outside the normal scope of service. Ability to learn the procedures and operation of two way radio and computer terminal equipment. Ability to solve operator problems and react quickly and calmly in an emergency situations and adopt an effective course of action within established guidelines. Ability to use independent judgment and initiative in accordance with accepted policies and procedures when faced with difficult or emergency situations. Ability to remain courteous and be tactful under stress and pressure from customers, vehicle operators, and co-corkers. Apply considerable knowledge of CATS policies and procedures, rules and regulations

affecting transit operation. Continuously exhibit knowledge of union contract. Maintain the ability to work independently. Ability to speak clearly and concisely, to understand views and concerns of others, to solve operator problems and to take effective action in emergencies. Knowledge of the Drug and Alcohol Policy and Regulations including reasonable suspicion determinations to recognize signs and symptoms of drug and/or alcohol misuse. Knowledge of service area.

PARTIAL LIST OF ESSENTIAL DUTIES:

- Conduct site checks and road observations according to client and local policy. Document findings accordingly and provide necessary reports to project staff.
- Monitor street operations for on-time performance and schedule and route adherence.
- Ensure that pre-trip compliance is documented and reviewed for accuracy.
- Provide customer information for site personnel and at key locations.
- Accompany operators to medical facilities as required after accident or injury; ensure proper administration of post-accident drug and alcohol testing.
- 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.
- Handles mail run for all interdepartmental communication between worksites.
- Pull hard drives for our in house Quality Control Analyst for internal and external complaints, incidents/accidents
- Handles courier and related services pertaining to bank deposits, worker checks and other sensitive documents
- Coordinates and facilitates receiving and distributing police reports and videos to our Risk/Safety Manager
- Participates in Run pick with CATS union three times a year

- Provides transportation for Bus Operators to complete fitness for duty testing and for other CATS business purposes

CATS is an equal opportunity employer. As such, CATS will recruit, hire, train, and promote in all job levels the most qualified persons without regard to race, color, creed, national origin, sex, age or handicap. All employment decisions are based on job-related standards and must comply with the principles of equal employment opportunity.