



Cooperative Alliance for Seacoast Transportation
Operations Supervisor
Job Description

POSITION TITLE: Operations Supervisor

JOB SUMMARY: Operations Supervisors oversee the daily operation of fixed route, demand response, and vehicle cleaner operations to ensure safe, reliable, and high-quality service is provided to the public. While the Operations Dispatchers are primarily responsible for the daily logistics, Operations Supervisors are primarily responsible for managing the operators and vehicle cleaners, ensuring compliance with COAST policies, procedures, and performance expectations, providing customer assistance, and providing on road supervision.

CLASSIFICATION: FLSA Non-Exempt (hourly, eligible for overtime)

WORK SCHEDULE: Forty (40) hour work week, during the span of service, plus participation in the weekend on-call rotation. Must be available during disaster and emergency events.

REPORTS TO: Director of Operations

ESSENTIAL JOB DUTIES:

Personnel Supervision

- Supports operators, dispatchers, and vehicle cleaners to ensure each employee is able to be successful in their assigned work.
- Coaches and counsels employees in the performance of their duties.
- Responsible for enforcement of COAST values, policies, procedures, and performance expectations.
- Conducts operator and vehicle cleaner reviews.
- Conducts on-road supervision and response, including ride along evaluations.
- Coordinates with management regarding performance, unsafe practices, training needs, and other concerns both with individual employees and the system as a whole.
- Delivers progressive discipline to operators and vehicle cleaners in accordance with COAST policies and performance expectations, and under the direction of management. Discipline involving termination of employment must come from management, and not solely from a supervisor.
- Assists in communicating COAST values, safety duties, service changes, policies, procedures, duties, and other information to operators. Addresses inconsistencies and infractions with operators as they arise.

- Assists in supervising operations during special events.
- Verifies time sheet information for operators and vehicle cleaners. Makes notes and corrections as appropriate, and in a timely manner.

Emergency and Incident Response

- Responds to emergency situations, including collisions, incidents, passenger confrontations, unexpected detours, etc., to maintain safety and ensure continued operation.
- Works with dispatch to determine response to incidents and emergency situations.
- Reports emergency situations to management.
- Collects and documents collision reports, investigative materials, surveillance videos, and incident reports.
- Notifies employees, and escorts them as required, to drug and alcohol testing, in accordance with the COAST Policy on Prohibited Drug Use and Alcohol Misuse. Enforces a drug-free workplace.
- Provide leadership and direction to employees during emergency and incident situations.

Other Safety Duties

- The Operations Supervisor must have full knowledge of COAST safety and security procedures, policies, and work rules, and continually keep up with the latest revisions and updates.
- Ensures that operators make security and emergency preparedness a primary concern when on the job.
- Cooperates fully with the safety program regarding any collision investigations as well as listening and acting upon any security concerns raised by employees.
- Reports security concerns to the Executive Director and Director of Operations immediately.
- Provide leadership and direction to employees during security incidents.
- Handle minor non-threatening rule violations.
- Determine when to call for assistance.
- Respond to fare disputes and service complaints.
- Respond to security related calls with police officers when required, rendering assistance with passive crowd control, victim/witness information gathering, and general on-scene assistance.
- Coordinate with all outside agencies at incident scenes.

Customer Service

- Assists customers with schedule, route, and other regional transit information. Provides excellent customer service.
- Responds to customer complaints and commendations. Investigates complaints and follows up with relevant employees and customers. Tracks and reports complaints to management.

Logistical Support

- Updates fixed route stop signage to account for route and time changes, detours, and other changes. Repairs or replaces damaged signage. Removes graffiti or replaces signage as appropriate.
- Provides general support of operation as directed, including special projects, memos, assistance with safety meetings, maintaining files, and other duties as assigned.
- Empties vehicle fare boxes and places fares in secure safe, per COAST procedure.
- Assist in clearing vehicles of snow and ice to start service by scheduled pull-out times.
- Open and secure facility as required. Ensure doors and gates are locked when securing facility at end of day.
- Covers open shifts as needed, including dispatch and operator coverage, to ensure continued smooth operation of the organization. Fulfills all applicable job duties of the position being filled (see dispatch, operator, and vehicle cleaner job descriptions).
- During on-call duty, must be reachable by cellphone, and be able to respond in person, fit for duty, to the Operations and Maintenance Facility on Sumner Drive within 30 minutes of first being contacted by COAST.
- Oversee uniform distribution process.
- Other duties as assigned.

Documentation and Record Keeping

- Documents on road supervision, employee coaching, discipline, and other actions clearly. Delivers documentation to management or files as appropriate.

POSITION REQUIREMENTS:

Operations Supervisors must be:

- **Independent Worker:** someone who can confidently work without significant support, including research answers for themselves from provided resources and is confident to learn and try new things.
- **Team Player:** someone who knows they are part of a team and works to stay aligned with the team's shared goals, procedures, and responsibilities even when they rarely see some members of the team, or when those goals are not completely in line with their natural way of responding.
- **Role-Model:** someone who lives out COAST's values and leads others to do the same.
- **Peacemaker:** someone who reduces the stress levels of everyone around them; who acts in a way that reduces the conflict and emotions in a situation and keeps peace among coworkers.
- **Able to provide appropriate feedback (confront):** Someone who is willing and able to coach and issue discipline, and who will not shy from it when needed.
- **Trustworthy:** someone who can be trusted to maintain confidentiality, who does not gossip nor condone gossip, and who works in the best interest of the organization and its values.
- **Calm:** someone who can respond to incidents, collisions, and emergencies calmly and safely, work as a team with others, and make prioritizing decisions to ensure everyone's safety and good customer service.
- **Flexible:** someone who can have their plans changed day-to-day without inducing high levels of stress and can go with the flow on what is needed each day. Someone who sets goals and plans but holds them with a loose hand.
- **Humble:** someone who can confidently supervise others without the need to assert their position. Someone who respects and can regularly do the work of those they supervise without feeling demoted.
- **Cheerful:** someone whose disposition is generally cheerful, who enjoys interacting with people, and who makes people feel welcome.
- **Knowledge:** High school diploma or equivalent required with prior management or supervisory experience; skill in letter and report composition and math. Good oral and written communications and supervisory skills required. Operate office equipment including personal computer equipment, facsimile machine, and photocopier. Must be proficient in Microsoft Word; and have basic knowledge of

spreadsheet use. Must have a working knowledge of the COAST route system and the street network of the seacoast region or be able to learn it quickly. Must be able to communicate effectively with co-workers and the public. Must possess a valid Class B Commercial Driver's License with passenger and air brake endorsements. Must possess a valid DOT medical certificate.

- **Emotional/ psychological factors:** Ability to deal with stressful situations on a regular basis, including emergency and incident response, upset people, and time-sensitive multi-tasking. Ability to issue discipline to employees in a fair and consistent manner, provide good customer service even in stressful situations and to all people in all situations. Ability to make safe and reasoned decisions in a variety of situations and with limited information or time. Ability to concentrate on a variety of tasks. Must be able to handle frequent interruptions.
- **Schedule Requirements:** Must be willing to work departmental shift days and hours as assigned, including on-call work. Work record will be reviewed for absence and performance on the job. Must be able to maintain confidentiality with sensitive data and information.
- **Physical Requirements:** Operating the bus/van is an essential function of the job. Must be able to perform job duties of bus/van operator.
- **Mobility:** Sits while performing job duties 50% of the work day. Occasionally sits for long periods - up to 2 hours at a time. May take breaks as needed. Stands and moves freely around the office to obtain work materials, operate office machines such as copier and fax, retrieve materials from storage, observe employees and facilities, talk with employees, etc. approximately 40% of the work day. Sits while operating a bus/van approximately 20% of the workday. Performs pre-trip inspection of bus/van by walking around and through bus approximately 5% of the workday. Stoops or bends to retrieve stored materials, etc.; such stooping and bending is intermittent and occasional. Stoops or bends to retrieve stored materials, secure wheelchairs on buses/vans, etc.; such stooping and bending is intermittent and occasional. Climbs steps of bus/van when necessary.
- **Weight Lifting:** Lifting is an essential function of this job. Frequently lifts office materials such as reams of paper or three-ring binders that weigh 5-10 lbs., boxes of schedules weighing up to 30 lbs., and vehicle fluids weighing 5-10 lbs. Must be able to push/pull to assist passengers in wheelchairs or using mobility devices. Must be able to lift passenger packages and such things as walkers, strollers, and other mobility aids, up to 20 lbs. when performing operator duties.
- **Vision:** Must be able to read and comprehend written material and distinguish material using close-up vision. Close-up vision is critical to frequent computer

use. Depth perception, peripheral vision, distance vision, and color perception are required for driving.

- **Dexterity:** 80% of the work time involves extensive use of hands and fingers. Fingering is used to operate computer keyboard, cell phone, calculator, telephone keypad and two-way radio approximately 80% of the work day. Reaching and grasping are involved approximately 50% of the work time activities. Reaches to the side to obtain more work materials, operate two-way radio, and overhead to retrieve supplies and operate buses/vans. Grasps steering wheel, telephone, bus door controls, PA microphone, and two-way radio.
- **Hearing/ Talking:** Listening and talking (communicating) are essential to performing this job. Must be able to hear and understand normal speech, as much job information is received verbally. Must talk to visitors and employees extensively in person, over the telephone, and over two-way radio. Must be able to communicate effectively.
- **Language:** Must be able to read, write, speak, and understand the English language.

ENVIRONMENTAL CONDITIONS:

- Noise is moderately quiet: printer and copier noise, phone rings, conversation, two-way radio. Some exposure to noise from diesel engines and pneumatic tools. There is some exposure to outdoor weather conditions. The bulk of such exposure would come from preparing vehicles for service, weather emergencies, etc. Occasional exposure to vehicle emissions.

The above description is intended to describe the general content, identify the essential functions, and set forth the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

I have received, read, and accept the above job description:

Name: _____ Date: _____

Sign: _____