



Sacramento Regional Transit District
Transportation Supervisor - Bus

SALARY	\$42.60 - \$59.94 Hourly	LOCATION	1400 29th Street Sacramento, CA
JOB TYPE	Full Time	JOB NUMBER	2025-00116IE
DEPARTMENT	Bus Transportation	OPENING DATE	08/20/2024
CLOSING DATE	9/23/2024 11:59 PM Pacific	RECRUITMENT TYPE	Internal/External

Description

AN ELIGIBILITY LIST WILL BE CREATED FROM THIS RECRUITMENT TO BE USED IN FILLING FUTURE VACANCIES IN THE BUS TRANSPORTATION DEPARTMENT.

This classification is primarily responsible for performing many of the tasks in the following areas: Dispatch Assignments; Radio Communication Assignments; Field Schedules and Operations; Field Customer Service; Field Safety and Accident Investigation; Supervisory/Administrative; Train Control; Enforcement Assignments; and Training. Some positions may be assigned to the training unit. Work mainly involves having primary responsibility for full-time supervision of staff including hiring/firing, corrective action, and completing and conducting performance evaluations.

Examples of Duties

A. Dispatch Assignments

Duties may include:

Administer District operators' manpower needs for the current and next day. Organize, prepare, and assign work to extra-board bus and/or train operators; contact bus and/or train operators for day-off and/or tripper work. Determine and authorize the manpower requirements to maintain published schedules and services while minimizing the District's expenses. Organize and prepare the weekly bid process for permanently and/or temporarily vacated positions. Calculate and document timekeeping and pay records for bus and/or train operators. Record and take appropriate action for bus and/or train operators unauthorized time off. Coordinate and assign dispatching of operators according to established schedules. Create special service assignments, additional services, or reroute schedules to ensure adequate service. Coordinate vehicle availability and replacement equipment with maintenance staff. Respond to operator questions on schedules. Update transportation summary. Place radio calls. Other duties as assigned.

B. Radio Communication Assignments

Duties may include:

Manage control of radio communications utilized to maintain published services by directing bus and/or train operators and support staff. Authorize and direct information to personnel to reroute passenger services and vehicles when detour and schedule interruption situations occur. Manage, monitor, and coordinate priorities and non-routine communications. Coordinate communication with the maintenance department, emergency services, road supervisors, police services, Transit Officers and security to restore service disruptions/delay. Act as the central control for the District's off-hour emergencies. Maintain regular communication with the Customer Services Department to keep the public abreast of service interruptions. Record service disruptions and other unusual activities. Provide clear and concise directions on troubleshooting mechanical failures on the systems vehicles. Other duties as assigned.

C. Field Schedules and Operations

Duties may include:

Provide on-site supervision of activities relating to bus operations, transfer stations, and emergency incidents. Evaluate routes, schedules, and general operations to ensure that service is provided according to schedule. Issue citations for fare and other ordinance violations. Respond to and investigate accidents, incidents, equipment failures, schedule delays, and service problems. Perform time and performance checks. Monitor operator arrival and departures from published schedules and routes. Provide on-the-job training and counseling to operators, as needed. Check construction sites, verify track warrants, and ensure system safety. Verify fare machine functions. May oversee work of security and Transit Officers. Cite illegally parked cars and escort train movements. Conduct area patrols to ensure safety and smooth operations on mainline. Perform minor running repairs such as bulbs, farebox jams, tape broken windows, etc. Other duties as assigned.

D. Field Customer Service

Duties may include:

Provide customer assistance such as issuing system and scheduling information, fare vending machine operation, transporting passengers in vehicles, handling unruly/ill passengers by summoning medical assistance, obtaining law enforcement assistance or personally handling situations. Research, identify, investigate, interview, and document customer service complaints/commendations (PSR) and discipline operators if appropriate. Provide follow-up communication with the originator of the document. Provide information to the public regarding District's policies, job availability, service changes, expansions, and other miscellaneous information. Respond to and resolve operator and customer conflicts, complaints and disputes.

Receive recommendations from the public and forward the information to the proper department. Promote a good corporate image in public. Handle school passenger problems, and act as liaison with school officials. Other duties as assigned.

E. Field Safety and Accident Investigation

Duties may include:

Conduct accident investigations in accordance with District's guidelines. Respond to, evaluate, determine, and coordinate emergency services. Determine whether accident meets the definition of the Federal Transportation Administration (FTA) definition and determine whether a drug and alcohol test shall be administered to the operator. Assist police, fire, and ambulance services in the event of an emergency. Conduct traffic control, determine vehicle status for continued safe operations, and coordinate with radio control to maintain service as scheduled. Develop deviation of service routes during times of road closure, light rail failure, and school service while assisting passengers and directing crowds. Provide security for passengers and District operators and property. Patrol system to clear tracks of debris/obstruction or hazardous items. Respond to accidents, protect scene, take photos, statements, and gather information. Interview all appropriate parties and witnesses at accident scene. Assist with accident scene work with police/ fire, ensuring public safety and write accident reports. Evaluate damaged trains and property for disposition. Align crossing gates until wayside personnel arrive. Other duties as assigned.

F. Supervisory Administrative

Duties may include:

Supervise, guide, and counsel operators and may direct security guards and Transit Officers. Serve as District's representative in designated hearings. Evaluate, investigate, and determine whether to uphold recommended disciplinary action. Plan, organize, and coordinate the Accident Grading Board. Serve as the District's representative or a member of the hearing panel. Conduct the initial review and evaluate the accident reports to determine whether an accident was preventable. Upon completion of the Accident Grading Board, document and forward notification of preventable accidents to appropriate departments/personnel. Develop training schedule with certified District operator for newly hired operators. Develop and present District's policies, procedures, practices, and expectations to new operators. Prepare documentation on operators for non-compliance with District's policies and procedures. Complete daily reports on activities performed on the date, accident investigation documentation, PSR dispositions, etc. Update all operator information including days off, time off, and attendance. Other duties as assigned.

G. Training

Duties may include:

Train new hires in all aspects of duties to be performed. Provide ongoing and refresher training for guards. Conduct

classroom and OJT training sessions for light rail staff. Develop lesson plans for new training requirements and update existing plans. Maintain documentation of all training in staff training files. Other duties as assigned.

H. Train Control

Duties may include:

Track system progress main line and some yard moves. Monitor schedule adherence. Devise moves for on-time performance. Authorize and schedule extra trains, test trains; add and cut cars (routine and otherwise). Document, log, and keep records of each day's events. Identify appropriate responder and dispatch to safety or service problems. Facilitate train moves to serve passengers safely and on-time. Other duties as assigned.

I. Enforcement Assignments

Duties may include:

On a daily basis, will assess and resolve situations that require specific resources or special needs. Enforce fare evasion and other public ordinance violations to maintain compliance with the District fare system, rules and procedures. Address customer concerns regarding quality of life issues. Work in cooperation with Police Services and local law enforcement agencies to take appropriate legal action. Provide general security to Operators, District passengers, vehicles, facilities, wayside and parking lots. Attend court, which may be required as a result of citation of other job-related condition. Write detailed reports regarding incidents and accidents.

1. Attendance Coordinator Assignments

Duties may include:

Maintains the attendance records of bus and/or train operators; reviews records, conducts counseling meetings, and administers written discipline when necessary; communicates with HR Department regarding action related to FMLA/CFRA and/or Workers Compensation matters; coordinates and schedules Fit for Duty examinations when necessary.

Minimum Qualifications

A combination of education and/or experience that provides the required knowledge, skills and abilities to perform the essential functions of the position. SacRT reserves the right to determine the equivalences of education and experience.

Education: Associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school in Business Administration, Public Administration or a related field.

Experience: Three (3) years transportation service-related work experience with at least three (3) years of Bus or Rail Operations experience required. Supervisory experience preferred. Instructor experience preferred

Licenses/Certifications: Driver License-Positions in this class require the ability to obtain and maintain a valid Class B California driver license with passenger and air brake endorsements, current medical and VTT certificate; and obtain and maintain the District's certification to operate a LRV, depending on position assignment.

Proof of required education beyond high school, such as college transcripts, diplomas, and/or certificates must be submitted at the time of application, if not substituting experience for the education requirement.

Filing Instructions/Supplemental Information

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application and proof of education, as outlined above, are required for this position. Applications, job announcements, and copies of the complete job description are available at our website at www.sacrt.com.

A completed employment application and proof of education, as outlined above, must be submitted online no later than Monday, September 23, 2024, at 11:59 pm. SacRT will not process incomplete applications. Resumes are not accepted in lieu of an application but may be included with the application. For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

**SacRT has a stand-alone pension plan which is not part of, nor does it have reciprocity with CalPERS.
SacRT is an Equal Opportunity EOE Employer – Minorities/Women/Disabled/Veterans.**

This position falls under the AFSCME Collective Bargaining Unit.

Agency

Sacramento Regional Transit District

Address

1400 29th Street

Sacramento, California, 95816

Phone

9165560298

Website

<http://www.sacrt.com/>

Transportation Supervisor - Bus Supplemental Questionnaire

*QUESTION 1

Describe, in detail, your transportation service-related work experience that is relevant to the responsibilities of this position. In your response, include your job title, responsibilities, employer and dates of employment.

*QUESTION 2

Describe, in detail, your experience in Bus Operations. In your response, include your job title, responsibilities, the types of vehicles you have experience operating, employer and dates of employment.

*QUESTION 3

Describe, in detail, your experience in Rail Operations. In your response, include your job title, responsibilities, the types of vehicles you have experience operating, employer and dates of employment.

*QUESTION 4

Describe, in detail, any supervisory and/or instructor work experience you may have. In your response, include your job title, responsibilities, the number of employees you supervised and their job title(s), employer and dates of employment.

*QUESTION 5

Describe, in detail, any training you have received that is relevant to the responsibilities of this position. In your response, include a description of the training, dates and locations the training was received and the organization/agency that administered the training.

* Required Question