

## TRANSIT SUPERVISOR

### **PURPOSE AND NATURE OF WORK**

This is responsible administrative and technical work involving the planning, coordination and direction of the activities and services of the transit system. The scope of responsibility includes the daily operation of existing bus service and the planning of services to reflect changes in the transportation market. Exercises general supervision in the form of technical advice and assistance to the Assistant Transit Supervisors. Direction is received from the Transit and Parking Manager in the form of conferences, progress reports, investigations of complaints from the public and the achievement of objectives.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Inspects physical facilities and vehicles to ensure compliance with prescribed standards of safety, cleanliness and appearance. Directs the dispatching of buses and bus operators, interviews and trains operators and investigates accidents. Prepares and submits accident reports and takes required action. Receives passenger complaints and takes corrective action. Schedules operators and equipment for tours, charters and special vehicle movements. Recommends and prepares revisions to bus routing and coordinates schedules, routes, equipment and driver allocations to improve service. Maintains records and submits reports on transit system operation, and accounts for all revenue collected. Receives and investigates employee grievances and complaints. Collects and maintains necessary information for federally mandated fiscal/transit service reports. Attends and participates in public hearings. Coordinates work activities with other City-Parish, State and Federal departments and agencies as necessary.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS**

Considerable knowledge of the operation and management of a public transit system.  
Considerable knowledge of traffic hazards and the safety precautions necessary to decrease the probability of accidents.  
Considerable knowledge of laws and ordinances applicable to mass transportation.  
Knowledge of applicable laws, rules, policies and contracts dealing with employee relations.  
Ability to plan, organize and direct the operation of a public transit system and to apply proper supervisory techniques.  
Ability to make decisions concerning passenger complaints in a fair, impartial and objective manner.  
Ability to maintain records, and to submit clear and concise oral and written reports.  
Ability to establish and maintain effective working relationships with superiors, subordinates and others.  
Ability to plan for transit service using appropriate data collection methods, analysis and evaluation techniques.

### **DESIRABLE TRAINING AND EXPERIENCE**

Bachelor's degree in business administration or public administration, and related supervisory experience; or any equivalent combination of training and experience.