



Meeting Date: July 29, 2020

Agenda Item: # D.2

**SUBJECT:**

Approval of Operations Supervisor Job Descriptions for Inland, North Coast, South Coast.

**SUMMARY:**

The Board was presented with the Operations Supervisor Job Descriptions at its June 24, 2020 Board meeting. Director Richard requested that staff review the Equal Opportunity Employer (EEO) language to ensure that it took into consideration the recent U.S. Supreme Court opinion, *Bostock v. Clayton County*. In consultation with MTA legal counsel, staff has updated the EOE statement on the Job Descriptions accordingly.

The Board also approved the wage and salary table for the Operations Supervisor positions on June 24, 2020. Staff has added the updated salary for these classifications.

MTA has had long-standing practice of paying its Operations Supervisor hourly. Although the hourly rate was kept low, overtime to get the work completed was significant.

California labor laws require most employers to follow certain rules—like paying overtime, tracking hours, or providing rest breaks. Some types of jobs, however, are exempt from these requirements. An *exempt employee* is someone whose job is not subject to one or more sets of wage and hour laws.

An employee is considered employed in an ‘Exempt’ capacity when:

- Their primary duty is the management of a business or one of its departments;
- They regularly direct the work of two or more other employees; and
- They have the authority to hire and fire employees, or to make recommendations about hiring, firing, promotions, and wages that are given particular weight.

In most cases, there are three simple requirements to determine whether a worker is an exempt employee under California law:

- **Minimum Salary.** The employee must be paid a salary that is at least twice the state minimum wage for full-time employment.
- **White Collar Duties.** The employee’s primary duties must consist of administrative, executive, or professional tasks.
- **Independent Judgment.** The employee’s job duties must involve the use of discretion and independent judgment.

If all three requirements are met, the employee will usually be classified as “exempt” from overtime, minimum wage, and rest break requirements (but not meal break requirements).

At MTA, all Operations Supervisors meet the standard for “exempt’ status. The only exception is the South Coast Supervisor who is assigned driving as 50% or more of their time and would remain hourly.

**RECOMMENDATION**

Approve the updated Operations Supervisor Job Descriptions for Inland, North Coast, South Coast.

**ATTACHMENTS:**

Operations Supervisor Job Descriptions for Inland, North Coast, South Coast



**Title of Position:** OPERATIONS SUPERVISOR INLAND  
**Salary Range:** \$53,498 - \$84,260 per year  
**Department:** Operations  
**Reports To:** Operations Manager  
**Supervisory Responsibility:** Inland Transit Vehicle Operators  
**FLSA/IWC Status:** Safety Sensitive, At-Will, Exempt

#### **CLASSIFICATION SUMMARY:**

As first line supervisors, acting within the guidelines of the Collective Bargaining Agreement and/or MTA Personnel Policies and under the direction of the Operations Manager, supervisors are responsible for the quality of service provided by the drivers and dispatchers under their supervision.

#### **ESSENTIAL FUNCTIONS:**

##### **Supervisory:**

1. Communicate with employees constantly regarding the quality of their service, including complimenting and recognizing appropriate and exemplary performance, providing direction or training to improve performance and administering or recommending and documenting progressive discipline as needed.
2. Know & understand the Collective Bargaining Agreement and Personnel Policies in regards to required training, discipline, grievance, and work assignments.
3. Conduct periodic evaluations, as referenced by the Collective Bargaining Agreement or Personal Policies, and/or as assigned by the Operations Manager, of drivers' on-the-road performance, preparing evaluation documents and counseling with drivers on strengths and deficiencies, administers discipline and/or follow-up training with guidance under the direction of the Operations Manager.
4. Produces weekly schedules, time sheets, and on-call driver schedules of employees as needed to maintain effective service within budget limits. Maintain accurate posted schedules. Fills shifts as necessary.
5. Assists in the recruitment process of hiring drivers and dispatchers and assists in developing and presenting their initial training, including behind the wheel and in-service training.

##### **Operations:**

1. Implement and monitor functions as Road Supervisor by performing traffic checks, and monitoring driver performance in terms of courtesy, safety and dependability. Recommend changes and adjustments in services as required through interacting with passengers and the public.
2. Investigate and review with employees, suggestions, complaints, incident reports and accident reports. Respond when appropriate with communications (verbal and written), changes in procedures, practices or proposals for service and facilities improvements. Communicate with the Operations Manager regarding the above issues in a timely fashion as needed, and follow up as required.



3. Manage the local operation to ensure provision of quality service within budget limits and in line with overall goals and objectives of the MTA.
4. Assure that drivers perform proper pre-trip inspection and report problems promptly. Follow up as required.
5. Provides staff support for a wide variety of office and administrative tasks; serves as back-up for dispatchers and relieves drivers on all services as required.

**Safety and Security:**

1. Propose, implement and maintain operating procedures that promote safety, operating efficiency, and excellence.
2. Perform thorough accident investigations immediately, including FTA Drug and Alcohol requirements Review accidents promptly with the Operations Manager. Review historic trends with an emphasis on prevention and future training program improvements
3. Maintain the security of buildings, vehicles, fares, pass materials, credit cards and any consumable supplies in your operation.
4. Maintain a safe working environment. Strive to identify hazards to your employees and passengers and take steps to eliminate those hazards or educate your employees so losses can be prevented.

**Communication, Coordination and Support:**

1. Maintain regular written and verbal communication with all employees to ensure that quality service is provided.
2. Create a supportive environment that encourages employees to take the initiative and assume the responsibility for providing the highest quality service possible.
3. Attend Supervisor and FRED meetings as scheduled, sharing information with other supervisors, the Operations Manager and the Management Team. Contributes to the formulation of management decisions and solutions to system-wide problems.
4. Communicate with the public, community groups and agencies in a way that encourages use of the transit system and projects a high quality, professional image for all MTA employees. This includes routine contacts, schedule inquiries, marketing efforts and official communication.
5. Investigate complaints thoroughly by seeking responses from any involved employees and follow up with the complaining party if appropriate. Determine if corrective measures are required and follow up as needed to improve the quality of service.

**Administrative:**

1. Insure that logs, summaries and reports are produced promptly and accurately.
2. Assists with the development and preparation of the public timetables, applying knowledge of system routes, times, stops and transfer points; assists with proofing and editing.



**Other Duties:**

1. Responsible for all operational issues with agencies that contract for and receive service from the MTA, including but not necessarily limited to: daily communication, staffing, service and route changes, assuring proper authorization for passengers and required records and reporting.
2. Responsible for assuring contract compliance of service providers, Contract compliance supervision includes communications, limited technical assistance, review of monthly operating reports, site inspections, assuring compliance with the terms of the funding agreements, reviewing budget proposals for compliance with instructions and accuracy, producing periodic reports and assisting with contract revisions.
3. Perform other duties as required.

**Required Competencies:**

- Effectively supervise, counsel and motivate employees
- Strong interpersonal skills
- Strong oral and written communications skills
- Ability to work spreadsheets, word processors and other software as needed
- Ability to read, understand and apply the terms of contracts and agreements
- Ability to work effectively with outside agencies
- Ability to understand financial budgets and reports
- Ability to safely and effectively operate vehicles and services
- Ability to work independently
- Ability to respond effectively to unusual and emergency situations, & investigate accidents
- Understanding of FTA Drug & Alcohol Requirements
- Understanding of Workers Compensation Processes and Regulations

**Required Education and Experience:**

- Possession of a high school diploma.
- Successfully obtain a California Class B Commercial Drivers License (CDL) with endorsements to and any other licenses required to operate heavy-duty, medium-duty, small buses, and paratransit buses.
- Successfully complete a California Department of Transportation Class B Drivers Physical and Physical Performance Evaluation.
- Maintain a safe driving record.
- Previous supervisory experience, including two years of experience and demonstrated ability to effectively supervise, counsel, and motivate employees.
- Strong oral and written communication skills.



- Computer keyboarding and spreadsheet, word processing, and other software applications.
- Knowledge of laws and regulations pertaining to safe transit operations.

**Work Environment:**

Administrative Office environment as well as on the road driving a transit vehicle or assisting Transit Vehicle Operators with pre-trip, check-ins, and other duties related to transit vehicle operation.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to drive, sit, talk and hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch. The employee must regularly lift and/or move up to 40 pounds and occasionally lift/or move up to 50 pounds.

Under applicable federal US DOT law (49 CFR Part 40) applicants will be subject to a pre-employment drug test and background check after receiving a conditional offer of employment. MTA will also require a satisfactory driving record after acceptance of a conditional offer of employment.

**Hours of Work:**

Monday - Friday and occasional weekends varying hours.

**Travel:**

May be required to travel to North Coast and South Coast in transit vehicle or staff car for training or other reasons related to supervising Transit Vehicle Operators.

**Equal Employment Opportunity:**

**All qualified personnel will be considered for employment without regard to race, sex, religion, national origin, age, disability or any other characteristic protected by federal, state or local law**

**Equal Employment Opportunity:**

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**Union Affiliation:**

Not applicable



**Title of Position:** OPERATIONS SUPERVISOR NORTH COAST  
**Salary Range:** \$53,498 – \$84,260 per year  
**Department:** Operations  
**Reports To:** Operations Manager  
**Supervisory Responsibility:** North Coast Transit Vehicle Operators  
**FLSA/IWC Status:** Safety Sensitive, At-Will, Exempt

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#### **ESSENTIAL FUNCTIONS:**

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Not applicable



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**Union Affiliation:**

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