



Meeting Date: September 30, 2020

Agenda Item: D.8

AGENDA SUMMARY REPORT

SUBJECT:

Discussion and Possible Action Approving Job Description for MTA Operations Supervisor-Transit Vehicle Operator Instructor.

SUMMARY:

Historically, MTA's Transit Vehicle Operator Instructor Position has been classified under the Operations Supervisor classification.

During MTA's efforts to continue to update all job descriptions and prepare succession planning documents, the Operations Supervisor-Transit Vehicle Operator Instructor position requires additional training as well as certifications, skills and knowledge above-and-beyond that of an Operations Supervisor and it was determined an updated job description was necessary.

You will find attached a new classification and job description for Operations Supervisor/Transit Vehicle Operator Instructor which outlines the additional responsibilities related to this position.

STAFF RECOMMENDATION:

ACTION: Approve Job Description for MTA Operations Supervisor-Transit Vehicle Operator Instructor.

ALTERNATIVE: Do not approve job description and direct staff to incorporate changes.

ATTACHMENTS:

DRFAT Job Description for Operations Supervisor-Transit Vehicle Operator Instructor.



Title of Position: OPERATIONS SUPERVISOR/**TRANSIT VEHICLE OPERATOR INSTRUCTOR**
Salary Range: \$54,308-\$79,789
Department: Operations
Reports To: Operations Manager
Supervisory Responsibility: Transit Vehicle Operators
FLSA/IWC Status: Safety Sensitive, At-Will, Non-Exempt

CLASSIFICATION SUMMARY:

As first line supervisor, 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.

Under general direction of the Operations Manager the Transit Vehicle Operator Instructor oversees MTA's driver training program. This position also provides continued education for current Transit Vehicle Operators and ensures compliance with all state and federal regulations related to Class B licensing requirements, MTA's drug & alcohol testing, safety, and compliance. The Instructor also performs required training for contracted service drivers.

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 regard 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.
6. Supervises Transit Vehicle Operator Trainees as well as veteran Transit Vehicle Operators in matters pertaining to safety, licensing, and vehicle operation.

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.

Instructor Duties:

1. Provides all required operational training to new and veteran Transit Vehicle Operators on all MTA coach and cut-away vehicles, policies and procedures, defensive driving, requirements of the Americans with Disabilities Act (ADA), and all route and in-service route training.
2. Develops training manuals, lesson plans, and related teaching support materials; plans, organizes, and implements established training programs; and provides input and expertise for the potential revision of programs and training materials.
3. Monitors and tracks compliance of licensing of all MTA employees.
4. Observes and evaluates each trainee's performance and recommends remedial actions.
5. Provides training and preparation to Transit Vehicle Operators in training to qualify them for their Class B license with Passenger and Air Brake Endorsements.
6. Maintains accurate records of annual Transit Operator training on forms required for the documentation of drivers' training hours as well as requirements for Verification of Transit Training Certification Form DL260 (VTT).
7. Participates in the planning, organizing, and support of internal and external training activities.
8. Participates in seminars and workshops, as required, in relation to the duties and functions described above.

10. Provides training in escalated or emergency situations, as assigned.
11. May assist with pre-employment testing, in conjunction with Human Resources.
12. Performs related duties as required.

Instructor Competencies:

1. Must possess and maintain a valid California Class "B" or "A" Driver License with both Passenger and Air Brake endorsements.
2. Must be able to meet MTA's safe driving standards.
3. Must possess, or have the ability to successfully complete upon hire, The TSI course in Bus Operator Training Certificate.
4. Must be available to work alternating days and times, including evenings and weekends, with advance notice.
5. Must have knowledge and understanding of the safe and timely operation of the MTA's fleet.
6. Must have knowledge and understanding of MTA's and related policies, procedures, and legal requirements for transit operation; DMV laws and regulations; techniques of training and motivation; defensive driving techniques; safety procedures; routes and equipment pertaining to bus operations; personal computers and commonly used software programs relevant to the functions of the job, such as word processing and presentation; and English usage, grammar, punctuation, and spelling.
7. Must have the ability to quickly learn, assimilate, and interpret new and existing training materials, and MTA policies; develop, administer and monitor goals; effectively disseminate training materials, laws, regulations, and other information to trainees; monitor and evaluate the performance of trainees; coordinate special projects from start to finish; speak and write clearly and effectively in English; operate video equipment, learning aids, and other teaching equipment; maintain state certification requirements; and establish and maintain effective working relationships with co-workers and trainees.

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. Ensure 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:

1. Effectively supervise, counsel, and motivate employees
2. Strong interpersonal skills Strong oral and written communications skills
3. Ability to work spreadsheets, word processors and other software as needed
4. Ability to read, understand and apply the terms of contracts and agreements
5. Ability to work effectively with outside agencies
6. Ability to understand financial budgets and reports
7. Ability to operate vehicles and services safely and effectively
8. Ability to work independently

9. Ability to respond effectively to unusual and emergency situations, & investigate accidents
Understanding of FTA Drug & Alcohol Requirements
10. Understanding of Workers Compensation Processes and Regulations

Required Education and Experience:

1. Possession of a high school diploma.
2. Successfully obtain a California Class B Commercial Driver's License (CDL) with endorsements to and any other licenses required to operate heavy-duty, medium-duty, small buses, and paratransit buses.
3. Successfully complete a California Department of Transportation Class B Drivers Physical and Physical Performance Evaluation.
4. Maintain a safe driving record.
5. Previous supervisory experience, including two years of experience and demonstrated ability to effectively supervise, counsel, and motivate employees.
6. Strong oral and written communication skills.
7. Computer keyboarding and spreadsheet, word processing, and other software applications.
8. Knowledge of laws and regulations pertaining to safe transit operations.
9. Possession of a TSI Certificate and Certification of Paratransit Training.
10. TAPCO Instructor Training Certification.
11. National Safety Council DDC8 Certificate.
12. Other certifications as required.

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.

Applicants may be subject to a pre-employment drug test and background check after receiving a conditional offer of employment.

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