



BAY AREA TRANSPORTATION AUTHORITY JOB DESCRIPTION

Transportation Services Supervisor

Supervised By: Transportation Services Manager
Supervises: Transportation Service Coordinators and Hall Street Transfer Station Attendants
Salary: Administrative Pay Scale Level 4

Position Summary:

Works in conjunction with the Transportation Services Manager to directly supervise Transportation Services Coordinators and Hall Street Transfer Station Attendants and provide day to day oversight of the activities of the transportation services department.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

- Assists the Transportation Services Manager in the day-to-day operations of the transportation services department.
- Assists in the development and implementation of policies and procedures in accordance with departmental directives and BATA guidelines.
- Monitor daily dispatching and related activities; oversee trip assignments; monitor radio communications; monitor operator adherence to scheduled punch in and departure times.
- Maintain all dispatch records, including no show reports, monthly denial records, and BATA Success Plan performance scorecard metrics.
- Prepare, compile, and submit timely reports on work activities, operations, production or work-related accidents/incidents.
- Maintains a working knowledge of various union contract language and personnel policies as applies to department functions.
- Supervise and monitors the creation of employee work schedules, ensuring adequate coverage of all operational work shifts including changes due to paid time off leave.

- Responsible for review of service levels in relation to scheduled and worked staff levels per pay period.
- Oversees recordkeeping activities of employees, ensuring daily logs and other daily data items are complete and accurate. Maintains accurate filing systems, computer system data entry, system backups and data management. Prepares a variety of correspondence, compiles data, prepares reports and writes memos.
- Supervise and monitor day to day operations and adherence to bus assignments.
- Responds to information requests and addresses routine complaints through the customer complaint process as needed. Resolves many issues independently, while referring more complex situations to the appropriate party.
- Assists administration in instructing employees on safety standards and policies and procedures.
- Is available on an on-call basis, 24 hours a day, seven days a week, as assigned.
- Collaborates with other departments, and/or the Executive Director, on special projects.
- Attends meetings and makes presentations as requested.
- Perform related work as required.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

High school diploma or equivalent, supplemented with technical or college education in business administration or related field.

Experience requirements include three or more years in progressively responsible positions including supervisory capacities. Public transit experience preferred.

A valid Michigan driver's license is required.

The ability to take personal accountability for the quality and timeliness of the work performed. Achieves results with little oversight.

Management skills – the ability to organize and direct oneself and others, inclusive of the ability to delegate effectively.

Proficient skills in the use of office equipment and technology, including computers and a variety of related software, and the ability to master new technologies.

Skill in maintaining a comprehensive filing system and in retrieving a variety of information and data.

Ability to type and enter data with speed and accuracy.

Ability to understand and follow complex oral and written instructions, and carry them out independently.

Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with the employees, public, customers and professional contacts.

Ability to effectively communicate and present ideas and concepts orally and in writing.

Ability to critically assess situations and solve problems, maintain confidentiality and work effectively under stress, within deadlines and changes in work priorities.

Ability to multitask in a fast paced environment effectively.

Must be detail oriented with the ability to see the big picture as it relates to identifying process improvement opportunities.

In addition to the above requirements, all positions require the ability to read, write, speak and understand the English language as necessary for the position; the ability to follow written and oral instructions and the ability to interact positively with other employees and members of the public. Employees are also expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity, and loyalty as it pertains to and reflects upon their employment. Employees must be physically and mentally able to perform the essential duties of their position without excessive absences.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office and field setting, stand, sit, stoop and kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must lift and/or move items of moderate to heavy weight.

The typical work environment of this job is an office setting where the noise level is moderate and sometimes loud.

Employment Status:

It is the policy of the Authority that all employees in this job classification are employed at the will of the Authority and may resign or be dismissed with or without cause or notice at any time during employment.

FLSA – Exempt – Administration

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