

TRANSIT DISPATCH SUPERVISOR

DEFINITION

Under general supervision to plan, coordinate, and supervise the operation of fixed route and Dial-A-Ride public transit services; to analyze route schedules and assign employees to routes; to operate radio and telephone equipment to communicate with employees in the field; and to perform related work as required.

MANAGEMENT RESPONSIBILITY

This is a supervisory position with responsibility for assigning, coordinating, and supervising the work of staff assigned to operation of the City's transit vehicles.

EXAMPLES OF DUTIES

Provides supervision and work coordination for staff assigned to the operation of fixed route and Dial-A-Ride public transit services; analyzes workload and service schedules, establishing priorities and making assignments; operates and monitors radio and telephone equipment to maintain communication with bus operators and employees in the field; answers telephone inquiries concerning transit services; accounts for passenger fares; gathers and maintains a variety of passenger and other related data; assists in the inspection of equipment; instructs and supervises bus operators in accordance with established Departmental policies; provides field supervision and support; maintains and updates records on attendance, hours worked, time, payroll, and equipment usage; assists in preparing a variety of reports; represents assigned functions with City staff and other governmental agencies as delegated.

SPECIAL REQUIREMENTS

Possession of an appropriate California driver's license.

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EMPLOYMENT STANDARDS

Knowledge of:

- Modern principles, practices, and techniques pertaining to the operation of a public transit system.
- Principles of supervision and training.
- Operation and characteristics of a variety of bus, van, and public transit vehicles.
- Accident investigation and reporting.
- Basic principles of route preparation and scheduling practices and procedures.
- Occupational hazards and standard safety precautions.

and

Ability to:

- Plan, coordinate, and supervise the activities of the operation of transit utility vehicles.
- Provide supervision, training, and work evaluation for staff.
- Operate a variety of communication and dispatch equipment.
- Maintain clear and accurate records.
- Understand and carry out oral and written direction.
- Prepare a variety of reports and presentations.
- Effectively represent the dispatching functions of the Department with concerned individuals, organizations, and other governmental agencies.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

and

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

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EMPLOYMENT STANDARDS - (cont.)

Education: Graduation from high school or G.E.D. is desirable.

Work Background: Four years of progressively responsible and varied professional experience in the operation of transit utility vehicles, including some dispatching and supervisory experience.

August 1992