



Position Title: **Operations Supervisor (Public Transit - CDL Required)**
Classification: Non-Exempt
Location: Operations – 8800 Corridor Road, Annapolis-Junction, MD
Reports To: Assistant General Manager (AGM) of Operations
Updated: June 22, 2021
Range: (\$21.00 - 24.50)

About Us

The Regional Transportation Agency (RTA) manages and operates public transportation in Anne Arundel County, Howard County, northern Prince George’s County, and the City of Laurel. RTA employs 170 administrative and operational staff out of our Annapolis-Junction location. RTA operates 15 fixed-route and paratransit service throughout the service area.

Job Description

We are seeking a dedicated, responsible, team-oriented, solutions driven **Operations Supervisor** to perform a variety of managerial and administrative work in the day and provide timely instructions/responses for operational information throughout the day.

Key Responsibilities, including, but not limited to:

- Provides unifying direction and clear instructions regarding various issues throughout the day; audits service, routes and road conditions, and recommends alternate routes to dispatch as appropriate.
- Serves as the “Manager on Duty” (MOD) for all other Operations Supervisors and Dispatchers on a rotating basis; supports the other MODs and fosters a cohesive and positive working environment for all Drivers and Dispatchers.
- Supervises a minimum of 10 drivers and dispatchers, including managing attendance, approving time off requests, assisting with personnel issues, and verifying schedules.
- Provides a variety of public transportation information to passengers, the general public and other agencies; provide quality customer service and respond to public inquiries and requests in a courteous manner.
- Investigates accidents, incidents, disputes, and disturbances, in accordance with policy, and in conjunction with the proper authorities; writes various reports regarding all accidents, incidents, disputes, and disturbances.

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- Writes reports regarding service disruptions, security incidents and operator performance/behavior in accordance with policies and procedures. May assist operators in filing of reports.
- Assists in the creation and updating of reference materials for Dispatchers and Operations Supervisors.
- Monitors operator driving skills and work habits.
- Authorizes trips outside of transit services when necessary.
- Schedules alternative routes when necessary and assists with rides for passengers.
- Uses automated computer system to retrieve scheduled information.
- Monitor pull-outs and service areas.
- Actively and routinely participates in supervisory training.

Knowledge, Skills and Abilities:

- Demonstrates behaviors that are consistent with standards for professional and ethical conduct.
- Ability and aptitude to manage all aspects of a department on a rotating basis, including being the primary decision-maker and point of reference for a team.
- Ability to accept job responsibilities and meet deadlines.
- Excellent phone demeanor and customer service skills.
- Ability to work independently.
- Ability to interact with interdepartmental personnel.
- Positive attitude and sensitivity in dealing with customers and staff with special physical and/or non-neurotypical needs.
- Excellent verbal, interpersonal, judgment and problem-solving skills.
- Ability to perceive, react and communicate positively to needs of colleagues and customers.
- Professional experience and professional demeanor.

Minimum Qualifications:

- High School diploma or GED equivalent.
- 1 -2 years direct supervisory experience and/or Road Supervisor experience in a transit setting.
- Must be able to successfully and efficiently operate a tablet, cellphone, and personal computer.

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- Intermediate computer knowledge and skills, specifically in a Windows environment; excellent Microsoft Word, Excel, and Outlook skills are required.
- Ability to communicate (read, speak, write, and understand) clearly in the English language.
- Must maintain CDL w/ air brake & passenger endorsements.
- Ability to work independently and objectively.
- Ability to communicate effectively and work with all departments.
- Ability to work in a 24 hour/365 day per year operation.

You will exceed our expectations if you possess:

- Fluency in Spanish and/or French.
- Previous operations management experience in a transit environment.

Physical Requirements & Working Conditions:

Incumbent must be able to move about the office and between floors; utilize standard office equipment; access filing system/cabinets; and communicate effectively and efficiently in person or by telephone. Frequently works outside in extreme, hot and/or cold, weather. May sit for over six hours a day. May reach and pull overhead; may climb, bend and kneel. May operate a vehicle for over 6 hours per day. Will use electronic hand-held device (tablet, cell phone, two way-radio). May be exposed to fumes while responding to incidents on the buses. This is not a bargaining unit position.

Ability to work in a 24 hour/365 day per year operation. This position is considered essential and will be required to work in inclement weather and in emergency situations. Must be able to sit for extended periods of time. Must be able to multi-task while working proactively in a high-stress, and fast-paced environment.

Right to Revise:

This job description is not meant to be all-inclusive, and the company reserves the right to revise this job description as necessary without advance notice.

The duties and expectations herein are intended to describe the general nature and level of work being performed by employees. They are not to be construed, as an exhaustive list of responsibilities, duties, and skills required. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

We provide equal employment opportunities to all employees and applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment.

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