

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 004457
Grade 21**

TRANSIT OPERATIONS SUPERVISOR

DEFINITION OF CLASS:

This work involves supervising a large group of Bus Operators to help ensure that the public receives prompt, efficient, and safe public transit bus service. Most contacts for employees in this class are with Bus Operators to issue instructions and provide training, obtain information about traffic accidents, other incidents, complaints, compliments and other matters, and to coach/counsel Bus Operators about their work performance. There is also regularly recurring contact with Transit Coordinators, Motor Pool Assistants and other bus operations or maintenance personnel with emphasis on information exchange concerning daily operations, and with the Depot Chief and other transit service managers/supervisors to exchange information, present reports and solve service problems or make recommendations concerning unusual situations (including some customer service issues that require special analysis and, at times, may affect how service is provided). There is regularly recurring contact with passengers, generally in response to an incident, a complaint or another type of customer service matter involving a Bus Operator or bus service; the Transit Operations Supervisor must talk with the Bus Operator, the complainant(s) and others to obtain/verify information and resolve the matter.

A Transit Operations Supervisor assigns and reviews work, enforces work standards and performs a full range of supervisory personnel functions over subordinates, which include coordination with specialists concerning time-attendance, pay, leave, conduct/discipline and other matters. Provides shift leadership to Bus Operators and others on shift at the depot of assignment, including non-subordinates, to help keep transit bus operations effective. Performs related duties such as coordinating changes in assignments to accommodate 'no-notice' interruptions in the local commuter bus-rail service network, weather related emergencies and other unplanned situations, responding to and providing management presence at serious traffic accidents and other incidents in the field, conducting preliminary fact finding and investigation of claims of on-the-job injuries at the depot, and helping prepare or conduct customer service training. Assignments to a Transit Operations Supervisor are made in terms of functional responsibilities for a shift, supervisory responsibilities regarding subordinates, priorities, known or suspected problems and the like. Much of the work is performed without direct supervision because the supervisor (depot chief) may not be present on shift, which requires the Transit Operations Supervisor to make short-term decisions on operational matters on own, within guidelines. The Transit Operations Supervisor independently assesses conditions and responds with instructions/decisions consistent with service needs and resources available. Special instructions concerning needs, deadlines and other factors may be provided for new or unusual project-based assignments. Administrative duties and responsibilities are performed under the general supervision of the depot chief; there is time (and need) for incumbent-supervisor consultation on highly complex or sensitive matters. Work is subject to review for conformance with established policies and procedures as well as quality, quantity, timeliness, team work, customer service and other factors. Guidelines include, but are not limited to, Federal, Maryland and County regulations, policies, programs and procedures covering transit bus operations of

the County (bus service schedules, dispatch, routes, stops, etc.) and Bus Operators (licensing, physicals, etc.), the collective bargaining agreement, and software system manuals/procedures. Strict adherence to most guides is imperative; however, sound judgment and discretion are imperative in supervising subordinates and reacting to operational matter as they arise to help ensure requisite service. Unusual situations to which existing guidelines cannot be applied or for which there is no precedent are referred to a supervisor for assistance. The complexity of this class of work is related to the problems associated with supervising a very large group of employees who work a variety of shifts that do not correspond to the supervisor's workday and are assigned to different transit routes. Work is further complicated by having to respond to and investigate traffic accidents, rider complaints, other types of operational incidents and Bus Operator behaviors which typically involve conflict resolution between Bus Operators (or other coworkers) and between Bus Operators and riders. The impact of properly performed work is formation and effective individual and team performance of an informed, cohesive, well-trained, reliable, customer service-oriented and safe-focused operating group of Bus Operators whose actions directly serve the bus riders and influence their perception of the County's public transit system. The large majority of the work is performed in an office setting. The balance of the work is performed outdoors traveling in a car and conducting ride-alongs or stationary checks at terminals, layover and pick-up points to observe Bus Operator vehicle operation and customer service. While most work is of a sedentary nature, employees are required to operate a transit bus on an incidental basis, which requires reaching, bending, turning and the constant moving of hands, arms, feet, and legs to activate the vehicle controls, or to assist passengers boarding and exiting the vehicle. There are no unusual hazards associated with this work.

EXAMPLES OF DUTIES: (Illustrative only)

- Performs a full array of supervisory duties at the first level of supervision including, but not limited to:
 - Assigns and reviews work on shift and enforces work standards (including attendance and dress code rules).
 - Helps keep subordinates (and others on duty) informed of policies, procedures, safety messages, etc.
 - Helps keep subordinates trained; this includes performance of ride-alongs to assess Bus Operator driver and customer service skills in the field.
 - Coordinates with specialists in Workers Compensation, Occupational Medical Services, and others within and outside County government about on-the-job injuries and drug testing as well as regularly required physicals and driver license renewals.
 - Performs such supervisory personnel/pay administration functions as processing leave requests, monitoring special forms of leave (such as FMLA leave), monitoring, inputting and quality assuring time and attendance and payroll information in computer systems, troubleshooting time/pay complaints/discrepancies in computer systems and with Bus Operators and County time/pay program contacts, resolving Bus Operator violations, or apparent/alleged violations, of work rules or traffic rules, recognizing excellent Bus Operator performance, counseling/disciplining Bus Operators (including preparation and issuance of oral reprimands, written reprimands, statements of charges and 'last chance' agreements, and participation in alternate dispute resolution, ADR, actions) consistent with the collective bargaining agreement and various policies/programs/processes (including delegated authority), helping assess and interview Bus Operator applicants, and formally assessing Bus Operator performance through various records including automated on-time performance records.

- Responds to the scene of serious traffic accidents and other incidents; responds to ensure drug testing when serving as the ‘on call’ Transit Operations Supervisor.
- Responds to reports by ‘road coordinators’ of routine traffic accidents by investigating (facts, root cause, etc.) and then coordinates with the Accident Review Committee.
- Responds to inquiries, complaints and compliments of passengers (by telephone, email and, at times, face-to-face) and, at times, other types of issues with various members of the public such as general inquiries about bus service schedules.
- Responds to claims of, and immediately investigates, ‘trip-fall’ incidents by Bus Operators – as an example, the on-duty Transit Operations Supervisor responds/investigates if the Transit Operations Supervisor of the officially assigned subordinate Bus Operator is not available, and on-bus injuries by a rider.
- Performs as-needed ‘in-house’ scheduling to get a depot-based Bus Operator to take a run for a missing or incapacitated Bus Operator of the depot.
- Operates a computer for light word processing, monitoring operations, entering data, producing absence, overtime and other standard reports, preparing presentations, etc.; maintains communication with depot and Central Communications.
- Serves in place of other personnel, as needed.
- Serves in place of higher echelon personnel, as designated.
- Operates a bus (on an incidental basis), as assigned.
- Drives a sedan or a pick-up truck on a regularly recurring basis to get/from/around areas of Ride On operations.
- Performs related duties, as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of (1) Ride On transit bus operational and administrative procedures (to ensure Bus Operator adherence to work standards, proper reporting/investigation of accidents/injuries and other types of incidents), (2) collective bargaining agreement details pertaining to Bus Operators and Ride On such as work assignments, sign-in, relief, overtime, conduct and discipline, (3) key parts of the County’s Personnel Regulations, processes and procedures and key aspects of other types of County program areas and processes as they pertain to supervision of employees, (4) the geography and public transportation network of the County (with emphasis on bus transportation routes/schedules of the depot of assignment and connections with the local Ride On, Metrorail, Metrobus, MTA and MARC network), and (5) Federal and Maryland regulations applying to transit bus operations such as accessibility provisions of the Americans with Disabilities Act (ADA) and Maryland motor vehicle regulations applying to Bus Operators.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- Skill in oral communication to understand verbal information (instructions, descriptions and ideas) and to express such information verbally so that others will understand
- Skill in written communication to understand written information (instructions, descriptions and ideas), and to express such information in writing so that others will understand. This includes knowledge of, and skill in, basic grammar, spelling, approved formats and proofreading to ensure or create clear and complete replies in email and letters.

- Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- Skill in using a computer and (a) modern office suite software (such as MS Office) for planning/scheduling, communicating, light word processing, preparing presentations, researching (the Internet), etc., (b) specialized or enterprise software for monitoring bus operations, entering data, producing standard reports, etc. and (c) various communications equipment for performing various functions.
- Skill in safely operating a passenger bus (during emergencies and for training and demonstrations).
- Ability to perform successfully as a first level supervisor such the ability to plan/assign/review work, deploy personnel, monitor work operations, obtain effective results and perform a full array of supervisory HR management functions. This includes ability to effectively supervise the work of a large group of subordinate employees, many of whom have different work hours from those of the supervisor.
- Ability to work variable shifts, weekends, holidays, and occasional overtime.

MINIMUM QUALIFICATIONS:

Experience: Four (4) years of progressively responsible experience in managing a fixed route/ on-demand transit operations that includes supervision and responsibility for employee management, fleet operations, and safety and training (e.g., Transit Coordinator, Transit Communications Leader, Safety and Training Instructor). OR, possession of an Associate's degree (A.A.) or equivalent from two-year college or technical school and four (4) years of experience in the operation of motor coaches, including one year of supervisory or lead experience in the transportation industry.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE:

- At Time of Employment Application: Possession of a valid Class C (or equivalent) driver's license from applicant's state of residence.
- First Day of County Employment: Possession of either a Class B Commercial Driver's License (CDL) or an Instructional Permit for a Class B CDL, with Passenger and Air Brake Endorsements, issued by applicant's state of residence.
- Upon Completion of Bus Operator Training by Montgomery County: Possession of a Class B CDL, with Passenger and Air Brake Endorsements, from employee's state of residence.

Note: There will be no substitutions for this section.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with a Drug/Alcohol Screen.

Class Established: May 1979

Revised: August 1985

Classification Study: August 1992 (M)

Classification Study: May 2002 (M)

Classification Study: December 2006 (M)

April 2010

August 2013

October 2013

October 2014

Classification Study: July 2016 (M)

Classification Study: March 2017 (M)

July 2017

Revised: Medical Protocol per OMS Review: May, 2022