

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

**Code No. 104463
Grade 21**

SAFETY AND TRAINING SUPERVISOR

DEFINITION OF CLASS:

This is full first level administrative and technical supervisory work over the County's transit bus operations safety and training facility and program. The work involves direct supervision over Safety and Training Instructors, who in turn have primary responsibility for delivering safety and operational training for all newly employed bus operators, and for delivering safety, security and compliance training for all current bus operators and other employees in transit-related job classes. Contacts include County Government officials within and outside the Department, including the Division Chief, the Safety and Training Manager, the Compliance Manager, Safety and Training Instructors, Depot Chiefs, bus operators, Police and Fire Department officials, OHR Training Staff, and employees of external public and private service agencies. These contacts are for the purpose of gathering and exchanging information, coordinating use of training facilities, identifying, coordinating and resolving operating and training problems and issues. Responsibilities extend to resolving the most complex and critical safety and operations training-related problems not resolved by subordinate staff. Public service and assistance is provided by employees in this class only on an occasional basis.

An employee in this class, working under general supervision, exercises full supervisory authority over the subordinate staff. Recommendations made include recommending the passing or failure of a student attending new bus operator training; the need for additional training of a current bus operator; and changes to established policies and standard operating procedures. Guidelines include Division and Department policy and procedure, County, State and Federal laws governing the transit industry. These guidelines are used to resolve problems, address deviations and unique situations, create solutions, and remain compliant with laws, regulations, and collective bargaining agreements. Decisions made include determining specific training needs for trainees or current operators on a case-by-case basis; the type/level of discipline appropriate for incidences on a case-by-case basis depending on the circumstances and violation of County, State or Federal policy, law, regulation, or practice. The complexity of the work of this class is derived from its requirement to manage subordinates who in turn are responsible for managing large groups of trainees during the recurring six-week training period. The work requires knowledge of a wide range of management and subject-matter principles, techniques, functions, regulations, and procedures in planning, organizing, directing, and carrying out assignments. The employee is responsible for organizing the work, obtaining and coordinating resources and supervising personnel. The work involves explaining work requirements, methods and procedures to subordinate instructors and reviewing their work progress upon completion.

The impact of work performed by employees in this class is realized by the safe and courteous operation of the County's transit buses. Physical demands include work performed both inside in a typical office environment, and outside while inspecting and overseeing bus operator safety and operations training exercises. When working outside, employees are occasionally exposed to extreme heat and cold and other seasonal conditions. This class of work presents considerable risks due to working around buses

which increases the possibility of accidental injury. Direct supervisory responsibilities over several Safety and Training Instructors include assigning and reviewing work, coordination work efforts, assigning tasks as necessary, conducting performance appraisals, tracking results, and annual certification of safety supervisors and other division personnel in safe work methods and defensive driving.

EXAMPLES OF DUTIES: (Illustrative Only)

- Exercises the full range of administrative and technical supervisory duties, responsibilities, and authorities over subordinate staff.
- Establishes work priorities, assigns work and oversees all quality assurance checks and functions.
- Assumes ultimate responsibility for such administrative supervisory functions as interviewing potential candidates; preparing appropriate recruiting documentation; interfacing as necessary with departmental administrative staff and external officials; ensuring training of subordinate staff in all phases of customer service protocol, procedures, and records maintenance.
- Monitors the performance of subordinate staff using qualitative and quantitative measures; exercises delegated authority in managing disciplinary, performance, and award situations and issues.
- Plans and coordinates the activities of safety and operations training instructors relative to new bus operator training and current and new bus operator safety, security, and operations training.
- Prepares and distributes the weekly staff calendar for subordinate staff and follows up to ensure assignments are completed.
- Prepares and distributes the monthly safety tip calendar.
- Maintains training records for all new bus operators.
- Reviews and documents new bus operator training progress. Documents, tracks, records, and reviews training conducted.
- Monitors and reports on new bus operator hours worked each week to the respective Depot Manager.
- Makes recommendations for continued training, or recommends removal from the training program when the trainee has not met established requirements.
- Schedules CDL appointments with the Department of Motor Vehicle Administration in the respective State of trainees' residence.
- Maintains seniority records for new bus operators, and forwards same to the Compliance Manager.
- Updates the current training curriculum and develops new training material as necessary.
- Documents and maintains up-to-date records related to pre-employment and pre-duty drug and alcohol testing.
- Maintains random pool records regarding active and inactive newly hired bus operators and sends information to the Compliance Manager.
- Informs each depot of the release dates for new bus operators.
- Schedules retraining for operators returning to duty following an injury, accident, illness, etc., and communicates these plans to the depots.
- Documents and maintains up-to-date records for all refresher training and all safety-related observations.
- Orders training supplies as necessary for the classroom and picks up documents from the print shop as needed.
- Coordinates and schedules maintenance for all training buses in the three depots.
- Coordinates the training facility track for availability with the County Police and Fire Departments.

- Conducts performance evaluations for subordinate staff, and serves as performance reviewer and approval authority for new and current bus operator appraisals.
- Evaluates and tests new operators on track maneuvers and determines whether the operator passes or fails this portion of the training.
- Conducts defensive driving evaluations on new and current bus operators.
- Schedules and coordinates annual refresher training for each bus operator and instructor.
- Schedules and coordinates immediate follow-up training with operators involved and/or injured in an accident.
- Schedules and coordinates immediate follow-up training for operators returning for full duty after being on light duty assignment.
- Reviews accident, injury and incident folders and prepares written reports that summarize the overall performance for the previous day, current month, and year-to-date cumulative information to ensure accuracy and completeness.
- Reviews daily injury reports in the County database.
- Reviews, signs, and retains observation and training forms related to follow-up training.
- Enters information into accident and injury databases or excel programs.
- Prepares training records to be imaged and retained by the County.
- Schedules, coordinates, and participates in periodic division safety meetings, fire drills and evacuations plan training.
- Audits safety boards during depot visits to ensure compliance.
- Conducts compliance audits in each facility, with special emphasis on VCR procedure required building signage, housekeeping, fire extinguishers, and bus equipment.
- Audits bus operators during revenue service for compliance with seatbelt, cell phone, defensive driving, customer service, safe work methods, proper uniform and footwear.
- Administers progressive disciplinary action as related to safety, security and safe work method compliance.
- Serves as chairperson of the accident review committee to include setting up the monthly and yearly accident review schedule, reviewing documents and videos prior to the formal review; completing required documentation, communicating with the union, and entering information in the accident database.
- Tracks accident points accumulated by each operator and distributes the information to the respective Depot Manager.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of supervisory and management techniques and methods.
- Knowledge of public sector bus operations including knowledge of State and Federal regulations and procedures.
- Ability to develop curricula and deliver training information to transit employees.
- Ability to operate all transit buses in the County's fleet (i.e., twenty-nine (29) to forty (40) feet in length).
- Ability to manage subordinate staff.
- Ability to determine if standards are being met and to redirect priorities as necessary.
- Ability to verbally communicate to a classroom of students or to bus operators during on-the-job training setting when necessary.

- Ability to analyze training needs and formulate training programs and plans to achieve employee development objectives.
- Ability to twist and turn upper body, reach, bend, move hand and arms to operate hand controls, move feet and legs as required while operating foot controls.
- Ability to conduct investigations and prepare written reports and correspondence in response to injuries and complaints.
- Ability to use a personal computer to enter and retrieve information.
- Ability to comprehend and evaluate transit system situational facts, exercise sound judgment, and take decisive timely action.
- Ability to work flexible hours (e.g., different shifts, weekends, holidays).

MINIMUM QUALIFICATIONS:

Experience: Four (4) years of transit supervisor or transit instructor experience.

Education: Completion of High School or possession of a High School Certificate of completion recognized in the State of Maryland.

Equivalency: None.

Other: Applicants must be twenty-one (21) years of age as of the first day of employment in a position in this class.

LICENSE:

- Possession and maintenance at all times of a valid Commercial Class B (or equivalent) driver's license with passenger endorsement and air brakes, and a valid DOT card issued by the applicant's state of residence.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months, during which time performance will be carefully evaluated. 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: January, 2015

Revised: March, 2015