



# Title: Community Bus Services Superintendent

FLSA Status: Exempt

## BRIEF DESCRIPTION:

The purpose of this position is to oversee the daily delivery of public transit service on "Flex" lines in the District's service area. This is accomplished by supervising dispatchers overseeing the daily scheduling of personnel, buses, and route deviations, directing staffing and resources, coordinating with departments, mediating conflicts between subordinates, and interacting with customers. Other duties include conducting performance appraisals, providing daily motivation and encouragement or coaching to correct or improve performance, auditing operator time records to correct payroll errors, auditing daily operational documentation, coordinating additional services for special events, conducting informal and formal meetings with employees and/or their union representatives, delivering appropriate levels of discipline if required, answering complaints from customers, reviewing and improving daily operational procedures, and interacting and communicating with employees, citizens and contractors.

## ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Manages service operations by reviewing daily logs and documentation of previous day activities, reviewing staffing assignments, reviewing communications and responding, utilizing software to monitor scheduling of route deviations, monitoring radio traffic for emergencies and situations requiring additional assistance, monitoring and assessing available resources (personnel and vehicles), completing supporting documentation for personnel, meeting with Dispatchers and Operators to remain updated on challenges and problems related to providing transportation to the public, and requesting support from either District or community resources.	80%
2	L	Provides supervision by meeting with staff both informally and formally, applying discipline when appropriate, performing job performance evaluations, responding to staff emergencies, correcting payroll documentation, preparing disciplinary documentation, writing reports, monitoring certification requirements, and making personnel recommendations to Director.	15 %



3	S	Participates in training and negotiations by attending meetings, reviewing information, making recommendations during negotiations with bargaining units, participating in arbitrations, and reviewing and disseminating information on policies and procedures.	5 %
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**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, Management or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of five (5) years of experience in transportation operations, scheduling or planning, including two (2) years of supervisory experience, within an agency or a company providing transportation services.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical



	application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California driver's license is required with the ability to obtain and maintain a valid Class B driver's license, with Passenger and Airbrake endorsements.

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Principles of administration, leadership, supervision, training and management.</li> <li>• Effective management and motivational techniques.</li> <li>• Principles of labor relations and collective bargaining.</li> <li>• Dispatching and radio procedures.</li> <li>• Principles of transit operations, service, equipment, and vehicles.</li> <li>• Applicable transit federal, state and local laws.</li> <li>• Methods and techniques of preparing summary reports, and analyses.</li> <li>• Principles and practices of public relations and/or customer service.</li> </ul>

<b>SKILLS</b>
<ul style="list-style-type: none"> <li>• Advanced word processing, spreadsheet, presentation and database software.</li> <li>• Specialized software related to functional area.</li> </ul>

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Learn District operating policies and procedures.</li> <li>• Develop and/or learn department-specific SOPs and emergency procedures.</li> <li>• Develop and/or learn departmental systems and methods.</li> <li>• Ensure that all data collected is accurate, complete, and correct.</li> <li>• Organize information clearly and precisely.</li> <li>• Manage and supervise staff.</li> <li>• Interpret labor contracts and comply with negotiated terms and conditions.</li> <li>• Employ conflict resolution techniques to arrive at acceptable solution.</li> <li>• Ensure operational requirements are complied with.</li> <li>• Remain current with evolving federal, state and local laws or decisions affecting the department.</li> <li>• Learn bus route demographics and District's geographical service area.</li> <li>• Deal with difficult people and situations.</li> </ul>



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- Obtain and maintain a valid Class B California driver's license, with passenger and air brake endorsements and current medical certificate.
  - Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).
  - Obtain and maintain Verifiable Transit Training requirements.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations, observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	O	Around work site
Lifting	R	Supplies, equipment, files
Carrying	R	Supplies, equipment, files
Pushing/Pulling	R	File drawers, tables and chairs
Reaching	R	For supplies, for files
Handling	O	Paperwork
Fine Dexterity	O	Computer keyboard, telephone keypad
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	R	From computer to telephone, getting inside vehicle
Climbing	R	Stairs
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving, observing work site
Hearing	C	Communicating via telephone/radio, to co-workers/public, listening to equipment
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.