



Title: Operations Superintendent-Elk Grove

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to assist with the overall management of activities of the Elk Grove Service Area focused on accomplishing goals and objectives to support the strategic plan of SacRT, efficiency of operation, cost effectiveness, and positive management-labor relations. The Operations Superintendent will be the daily liaison between SacRT’s local field personnel and local management Team. This is accomplished by providing supervisory and administrative oversight of transportation operation and maintenance functions and supervisory staff and resources to ensure that service objectives are achieved within budgetary constraints; assisting with monitoring staff compliance with policies, rules, procedures, regulations, practices, and labor agreements; directs the maintenance of employee records and division statistics; and supervises the review and analysis of transit operations and monitors system performance to identify and resolve problems while ensuring efficiency and cost-effectiveness. Other duties include, but are not limited to, representing the Service Area, observing and analyzing work practices, promoting safe practices and safety campaigns, and coordinating with staff and other departments.

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	S	<p><u>Daily Operations of Elk Grove Transportation Services:</u> Oversees the safe and efficient operation of daily service, in compliance with City policy and in conformance with SacRT’s standard operating procedures; by monitoring operations and ensuring effective and consistent operating practices; participating in work plan development/personnel utilization and staff assignments; reviews all logs and paperwork from the dispatch office and ensures all operators, mechanics, and supervisor shifts are covered; monitoring and authorizing payroll adjustments; investigating and correcting payroll deficiencies; serving as the liaison with labor unions, other departments and agencies; coordinating the handling of passenger service complaints and emergencies; collecting, compiling and analyzing related data and preparing reports; ensures that service delivery standards are met including state and federal guidelines as warranted. Provides direction to Operators for schedule or route changes, and</p>	



		emergency situations; seasonal and special events, including projecting equipment and staffing demands, and scheduling appropriate personnel; and administering the Collective Bargaining Agreement as it applies to the department's service.
2	S	Responsible for SacRT coordination and communications with the drivers. Monitors on-road activities and ensures the safe and efficient operation of all vehicles, making sure the service is high quality from the daily pull-out to the return to yard. Continually monitors service delivery in order to quickly resolve any issues that arise.
3	S	Provides supervisory and administrative oversight by establishing and reviewing employee performance standards, conducting evaluations with supervisory staff; developing performance improvement plans and administering discipline when appropriate; participating in the selection of staff; assists with conducting disciplinary investigations, attendance counseling, grievance hearings, and counseling sessions and acting as a hearing officer and rendering decisions regarding labor agreements and grievance issues; assist in human resource functions, managing employee files, and monitoring attendance records; must hold responsibilities in the complaint investigation process, serving as an additional liaison to passengers, clients, and community members.
4	S	Provides program, policy, and procedure review and analysis by developing programs to improve transportation operations, operations training, safety programs and SacRT's evaluating, recommending and implementing departmental policies, procedures, and quality standards. Prepares written incident reports, correspondence, bulletins and standard operating procedures; Supervises the investigation of all accidents and incidences and analyzes accident trends to minimize recurrence; Serves as the onsite Safety Officer and the Emergency Coordinator; Works closely with the Safety Department and Risk Management Department to communicate and implement safety rules, policies, and procedures in support of the agency's safety vision and goals; leads emergency training and ensures Elk Grove Team is ready to respond to the needs of the community in the event of an emergency; and maintains accountability for the safety performance of all subordinate employees. Manages awards for safe driving, facilitates safety meetings, and directs the activities of the safety committee.
5	S	Assists the Director of Transportation and the Director of Maintenance in all aspects of the transit operations and will work cooperatively with the City's Transit System Manager in matters of assuring service quality, providing operation data, and



<p>responding to the general public and requests for other assistance as the need arises. Responsible for the preparation for and participation in various annual and bi-annual audits and coordinates audit activities with outside State, Federal and County agency representatives, represents the Elk Grove Service Area, as assigned, in various committees and meetings related to transportation operations and training, and assists in the preparation of the department budget.</p>
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JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year Associate's degree, or equivalent from an accredited college.</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> <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	<p>A minimum of five (5) years of operations management, safety oversight, and/or performance monitoring, including fluency in schedule/dispatch software, and at least three (3) years of supervisory experience.</p>
Supervision	<p>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.</p>
Human Collaboration Skills	<p>Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.</p>
Freedom to Act	<p>The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.</p>
Technical Skills	<p>Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making</p>



	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	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and 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	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Ability to obtain and maintain a CA Class C driver's license.

KNOWLEDGE
<ul style="list-style-type: none"> • Principles of labor relations and collective bargaining. • Principles of administration, leadership, supervision, training and management. • Dispatching and radio procedures. • Methods and techniques of preparing transportation reports and transportation related documents. • Methods for retrieving and reviewing recorded and written data from archives. • Methods and techniques of conducting statistical analyses, and tracking, recording, and presenting statistical data. • Methods and techniques of evaluating training programs and making recommendations on new programs to be offered. • Effective communication, presentation, and facilitation methods and practices. • Adult learning principles. • Training resources and equipment. • Platform presentation and questioning skills. • Principles and practices of employee training and development. • Department of Motor Vehicles commercial testing regulations. • Accident investigation techniques. • Defensive driving techniques. • Knowledgeable in applicable City, County, State and Federal safety laws and service requirements. • Protocol and procedures for handling emergencies. • Principles of transit bus service, equipment, vehicles, positions of dispatching, radio control and road supervision. • Applicable transit federal, state and local laws such as ADA, PUC regulations.



- Budget preparation and cost control.
- Personnel and payroll processes.
- Effective management and motivational techniques.
- Transit specific penal codes and ordinances.
- Principles and practices of public relations and/or customer service.
- Knowledge of vehicle on-board equipment and electronics, such as electronic fare box, radio, Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL), and other electronic equipment.

- | SKILLS |
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| <ul style="list-style-type: none"> • Intermediate techniques in statistical analysis. • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area. • Presentation and public speaking skills. |

- | ABILITIES |
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| <ul style="list-style-type: none"> • Learn department specific and emergency procedures. • Uniformly apply disciplinary action and related staff decisions. • Ensure that all data collected is accurate, complete, and correct. • Investigate, locate, and retrieve data from archives and record retention areas. • Comply with the time constraints as outlined in contracts or agreements. • Resolve issues to the satisfaction of all parties involved. • Ensure compliance with operational requirements. • Implement and administer new and existing programs, policies, and procedures. • Remain current with and uniformly apply evolving federal, state and local laws or decisions affecting the department. • Receive and resolve passenger and employee concerns. • Manage a complex work environment involving frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. • Plan, design and implement highly complex training programs and assess effectiveness. • Plan, prioritize, assign, supervise, and review work of staff. • Handle all internal and external contacts with courtesy, diplomacy, and tact. • Evaluate business and operational activities to assess training needs. • Read, analyze, and interpret SacRT's policies, professional journals, technical publications, and government regulations. • Write clear and effective reports, business correspondence, and procedure manuals. • Effectively present information and respond to questions from groups, managers, customers, and the public. • Deal with difficult people and situations. • Extract statistics and written information from reports and transfer to other documents and provide necessary statistical analysis. |



- Must remain aware and current on all service updates, revisions and bulletins that relate to operator performance and customer service, enabling a continuity of information delivery and expectations.
- Prioritize and deal with conflicting workload requirements.
- Handle all internal/external contacts with courtesy, diplomacy, and tact.
- Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).
- Obtain National Incident Management System (NIMS) training certificate.
- Obtain U.S. Department of Transportation (DOT) Transit Instructor Certificate.
- Working knowledge of Microsoft Office applications, to include the ability to generate reports and/or graphic presentations.
- Must have the ability and willingness to exercise independent judgment within boundaries established by the department Director.
- Must maintain the confidentiality of sensitive material and information.
- 24 hours on call, weekend/holiday work required when necessary
- Night/weekend/holiday work required as designated by the Director.
- Must be able to maintain good work attendance.
- Must maintain a good driving record.
- Must support SacRT's Equal Employment Opportunity (EEO) program



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 Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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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	O	Making presentations; observing work site; observing work duties; communicating with co-workers.
Sitting	C	Desk work; meetings; driving.
Walking	O	To other departments/offices; around work sites.
Lifting	O	Supplies; equipment; files.
Carrying	O	Supplies; equipment; files.
Pushing/Pulling	O	File drawers; equipment; tables and chairs.
Reaching	O	For supplies; for files.
Handling	C	Paperwork.
Fine Dexterity	C	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	
Bending	R	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	O	Stairs
Balancing	N	
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	O	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio, CAD/AVL, radio system, electronic fare box and related onboard equipment, tablets, Ipad, laptop, DVD/Blue Ray player, fax machine, copier, video camera, computer and associated hardware and software such as Microsoft Word, Excel, Power Point, and other programs used to research online content and/or on-line training.

ENVIRONMENTAL FACTORS:

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

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

PROTECTIVE EQUIPMENT REQUIRED:

Safety vest

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N 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	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 2 below)	O

(2) Stress

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			



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.

CLASS HISTORY

Adopted: 04/2019

Revised:

Title Change:

Maintenance

Update:

Abolished:

Job Key: 60004486