



Title: Police Services Superintendent

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to oversee the fare inspection program for light rail train service and at light rail stations. This is accomplished by management of inspection personnel to include training, deployment, tactics, policy, procedures, and overall implementation of fare inspection to reduce fare evasion and overall nuisance or unlawful behavior. Other duties may include assuring staff are trained to provide excellent customer service as the first line representatives of RT. The Superintendent will also train and supervise new supervisors and agents/officers, review performance of staff and participate and coordinate various safety and emergency audits and reviews.

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
1	S	Provides supervisory and administrative oversight by coordinating the daily work activities of the RT police services supervisors, transit agents, transit officers, and supplemental staff including working with Lieutenant/Captain (sworn officer responsibility) related to the Security Operations Center (SOC) and guard staffing. Establish and review employee performance standards and conducting evaluations with supervisory staff, conduct investigation and participate in grievance hearings. Acts as liaison with personnel and risk management.
2	S	Provides departmental administration by assisting in the overall day to day management of the department, monitoring operations and ensuring effective and consistent operating practices, developing and monitoring schedules, assisting in the departmental budget preparation, and representing the department and serving as the departmental liaison with labor unions, all departments, and outside agencies.
3	S	Provides program, policy and procedure review and analysis by developing programs to reduce light rail fare evasion coordinating the handling of passenger services complaints and emergencies, recommending and implementing departmental policies, procedures, and quality standards, and preparing correspondence and reports.
4	M	Oversees field work by monitoring train and employee schedules/assignments, addressing issues as they arise, and responding to emergency situations.



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, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Business Administration, Public Administration 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 public transportation, with three (3) years of experience in rail operations, and two (2) years of supervisory experience.
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	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.
Freedom to Act	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.
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	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	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 PC 832 Certificate.



KNOWLEDGE
<ul style="list-style-type: none"> • Principles of labor relations and collective bargaining. • Principles of administration, leadership, supervision, training and management. • Methods and techniques of preparing transportation reports and transportation related documents. • Radio procedures and protocols • Fare inspection techniques and philosophies • Methods for retrieving and reviewing recorded and written data from archives. • Principles of transit bus/light rail operations/service, equipment, vehicles, positions of dispatching, radio control and road supervision. • Applicable transit federal, state and local laws such as ADA, CPUC 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. • Light Rail Service: Pedestrian and Vehicular Safety.
SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area.
ABILITIES
<ul style="list-style-type: none"> • Learn department and District specific and emergency procedures. • Uniformly understand District CBAs and apply disciplinary action and related staff decisions. Comply with the time constraints as outlined in contract's or agreement's documentation. • Ensure supervisor qualifications in all areas of responsibility/dispatch, road, and radio positions. • Ensure that all data collected is accurate, complete, and correct. • Investigate, locate, and retrieve data from archives and record retention areas. • 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 and District. • Receive and resolve passenger concerns. • Obtain and maintain National Incident Management System (NIMS) training. • Obtain and maintain PC832 certificate.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	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	O	Making presentations; observing work site; observing work duties; communicating with co-workers.
Sitting	F	Desk work; meetings; driving.
Walking	O	To other departments/offices; around work sites; around work site.
Lifting	R	Supplies.
Carrying	R	Supplies.
Pushing/Pulling	R	File drawers; switches.
Reaching	R	For supplies.
Handling	C	Paperwork.
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
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	R	From computer to telephone; getting inside vehicle
Climbing	R	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	R	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Fax, digital sender, telephone, light rail radio, communication equipment and computer and associated hardware and software.

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	O
Chemical Hazards	N
Electrical Hazards	O
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	M
Wetness/Humidity	S
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Safety vest, hard hat.

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	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
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.

CLASS HISTORY:

Adopted: 04/17
Revised:
Title Change:
Maintenance
Update:
Abolished:
Job Key: 60005757