



Title: Transit Officer Supervisor

FLSA Status: Non-exempt

BRIEF DESCRIPTION:

The purpose of this position is to supervise transit officers, track statistical data, and ensure that laws, rules and ordinances are enforced. This is accomplished by applying and enforcing court policies and administrative procedures, evaluating issues and developing resolution, analyzing needs, developing and implementing training, and identifying and resolving unsafe situations. Other duties include supervising and evaluating staff and related activities, and completing special projects as assigned.

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 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Supervises staff by planning and supervising daily tasks and activities, establishing procedures and guidelines, evaluating assigned services, coaching for performance improvement, recommending personnel actions, developing and monitoring training, serving on hearing panels, and maintaining documents and statistics.	60%
2	S	Acts as liaison to police services and other contract security personnel by scheduling and coordinating work, coordinating assignments with other departments and contractors, and disseminating information on current events, policies and procedures.	5%
3	S	Processes citations and maintains court calendars by reviewing, researching and processing citations, scheduling and maintaining staff court appearances, serving subpoenas, disseminating information; preparing and maintaining new violator lists and files; and preparing and analyzing statistics and reports.	5%
4	S	Coordinates accident and service issues by responding to and investigating injuries, accidents, incidents, and service issues, coordinating emergency service and response, responding to customer issues and conflicts, and forwarding customer concerns to appropriate departments.	10%



5	S	Maintains data by collecting, analyzing, preparing and maintain citation and court information, reviewing accident and incident investigations, monitoring ridership reports, entering data on staff schedules and assignments, authorizing pay adjustments, and investigating and resolving general public issues.	20%
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JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires the knowledge and ability to read and understand written instructions, basic operational, technical or office processes, and the routine operation of machines. Level of knowledge is equivalent to four (4) years of high school or equivalent. 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.
Experience	A minimum of three (3) years of fare inspection or other transit security experience at a level comparable to the District's class of Transit Officer; OR four (4) years of general security or investigation experience. Supervisory experience is desirable, but not required.
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 no fiscal responsibility.
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 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	

KNOWLEDGE
<ul style="list-style-type: none"> • Principles of administration, leadership, supervision, training and management. • Methods and techniques of preparing transportation reports and transportation related documents. • Methods for retrieving and reviewing recorded and written data from archives. • English language and communication, both written and oral. • Principles of transit bus/light rail operations. • Personnel and payroll processes. • Effective management and motivational techniques. • Principles and practices of public relations and/or customer service. • The District's geographic service area. • Authorized ordinances and laws pertaining to issuance of citations, and relative to the transportation industry. • Conflict resolution principles and skills. • Time management principles.

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 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. • 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 concerns. • Manage a complex work environment involving frequent decision-making and



concentration; frequent public and/or coworker contact; occasional working alone.

- Learn and apply District collective bargaining agreements.
- Learn and apply the Americans with Disabilities Act (ADA) as it pertains to the transit industry.
- Learn and apply court policies and administrative procedures relating to citations, subpoenas and calendaring.
- Prioritize and communicate in an efficient manner, and elicit pertinent information to analyze, evaluate and determine the nature of a problem, as well as develop effective resolutions.
- Analyze needs, develop and implement staff training programs.
- Investigate and assess industrial injury accidents.
- Directly supervise the work and performance of assigned staff.
- Maintain diplomacy while performing duties.
- Identify and resolve unsafe situations.
- Work effectively with a variety of people in the community.
- Protect self and public in situations that require backup.
- Operate radio and other communication tools.
- Obtain and maintain PC832 certificate.



OVERALL PHYSICAL STRENGTH DEMANDS:

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

Sedentary	X	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	C	Desk work, meetings, driving
Walking	O	To other departments/offices, around work sites
Lifting	O	Supplies, files
Carrying	N	
Pushing/Pulling	F	File drawers, equipment, tables and chairs
Reaching	O	For supplies, for files
Handling	O	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers
Crouching	O	Filing in lower drawers
Crawling	N	
Bending	O	Filing in lower drawers
Twisting	C	From computer to telephone, getting inside vehicle
Climbing	F	Stairs
Balancing	C	
Vision	C	Reading, computer screen, driving, observing work site
Hearing	C	Communicating via telephone/radio, to co-workers/public, listening to equipment
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer, calculator, radio, citation book, utility belt, telephone, fax machine, shredder, and video cameras.



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	N
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	O
Other (see 1 below)	N

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Chemical agents

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	F
Other (see 2 below)	O

(2) Stress

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.