### Job Family: General Services

#### Job Summary
Involves transporting equipment and supplies, materials and passengers.

#### Job Function: Transit Services

#### Category: Supervisory

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Supervisor 1</th>
<th>Supervisor 2</th>
</tr>
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<tbody>
<tr>
<td>Job Title</td>
<td>Transit Services Supv 1</td>
<td>Transit Services Supv 2</td>
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<tr>
<td>Job Code</td>
<td>5042</td>
<td>5067</td>
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<tr>
<td>Tracking Code</td>
<td>A0302</td>
<td>A1734</td>
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<tr>
<td>Personnel Program</td>
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<tr>
<td>FLSA</td>
<td>Exempt</td>
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#### Generic Scope
Provides immediate supervision to a unit or group of operational or technical employees. A portion of time may be spent performing individual tasks related to the unit; however, supervisory activities must constitute a primary part of the job. Supervises unit operations to ensure compliance with departmental or organizational policies, procedures, and defined internal controls. Ensures accountability and stewardship of department resources (operational, financial, and human) in compliance with departmental standards and procedures.

#### Custom Scope
Provides immediate supervision to transit bus drivers. Receives predetermined work assignments that are subject to a moderate level of control and review. Directs subordinates to complete assignments using established transit and organizational guidelines, procedures and policies. Requires full knowledge of transit services, bus drivers’ duties, and external rules and regulations.

#### Key Resp 01
Supervises employee performance, career development and adherence to job standards.

#### Key Resp 02
Determines vehicle and equipment needs.

#### Key Resp 03
Ensures adherence to organization and external regulatory transit policies and procedures, safety procedures and rules and regulations.

#### Key Resp 04
Participates in the selection, development and evaluation of staff. Orient new staff and provides staff training on procedures and processes on a continual basis.

#### Key Resp 05
Ensures compliance with transit policies and procedures, driver training programs and performance standards.

#### Key Resp 06
Ensures adherence to emergency protocols and follows established accident procedures.

#### Key Resp 07
Recommends improvements to processes and procedures in terms of quality or cost effectiveness.
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<tr>
<td>Key Resp 08</td>
<td>Demonstrates and coaches others to provide excellent customer service and anticipates customers’ needs, internally and externally.</td>
<td>Evaluates staff regarding safe driving skills, passenger transport abilities, sensitivity to transportation of disabled patrons and customer service.</td>
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<tr>
<td>Key Resp 09</td>
<td>Coaches staff to function as a team, providing cross-coverage as needed.</td>
<td>Assist management with special projects that involve analysis, research and creation of reports and presentation of findings.</td>
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<td>Key Resp 10</td>
<td>Responds to organization related emergencies as a member of the parking and transit operations emergency response team. May administer the night safety program.</td>
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<td>Key Resp 11</td>
<td>Successfully completes Transit Driver Training every six months.</td>
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<td>Key Resp 12</td>
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<td>Key Resp 13</td>
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<td>Key Resp 15</td>
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<tr>
<td>Education 1</td>
<td>Bachelor’s degree in related area and / or equivalent experience / training.</td>
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<td>License 4</td>
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<tr>
<td>Cert 1</td>
<td>Professional certification preferred.</td>
<td>Current commercial Class B license with Passenger Endorsement and medical certificate.</td>
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<td>Cert 2</td>
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<td>Defensive driver training program certification.</td>
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<tr>
<td>KSA 01</td>
<td>Working knowledge of transit service operations, as well as related policy and regulatory compliance requirements from governmental agencies.</td>
<td>Solid knowledge of transit service operations, policy and regulatory compliance, and commercial professional passenger-transport licensing requirements.</td>
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<tr>
<td>KSA 02</td>
<td>Skills in inter-personal communications, active listening and the ability to coach and mentor staff.</td>
<td>Strong interpersonal, communications, active listening, coaching and mentoring skills.</td>
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<tr>
<td>KSA 03</td>
<td>Proficiency in basic computer applications.</td>
<td>Proficiency in basic computer applications and administrative analysis applications.</td>
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<td>KSA 04</td>
<td>Skills in customer service and problem solving.</td>
<td>Strong proficiency in defensive driving skills, customer service, and problem solving.</td>
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<td>KSA 05</td>
<td>Ability to multi-task effectively in a high volume environment, organizational skills and effective verbal and written communication skills.</td>
<td>Ability to prioritize effectively and establish and meet schedules in a high-volume, politically sensitive environment.</td>
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<td>KSA 06</td>
<td>Strong team building skills.</td>
<td>Strong team building skills.</td>
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<td>KSA 07</td>
<td>Strong political acumen skills dealing with variety of transit customers.</td>
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<td>KSA 08</td>
<td>Strong employee supervision and leadership skills to motivate and inspire staff to improve customer and transit services.</td>
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<tr>
<td>Environment</td>
<td>Transit routes located within and between campus, medical center or other properties and office settings.</td>
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