 **Supervisor, Transit Standard Job Description**

**Classification Title:** Supervisor, Transit

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 11

**Minimum Pay:** $31.56

**Job Description Summary:**

The Transit Supervisor, under direction, assists with the daily operations of the campus transit system. Monitors routes, coordinates drivers and buses, assist customers, and responds to accidents.

**Essential Duties and Tasks:**

**30%: Field Supervision and Operations**

* Supervises all field activities, including working in various weather conditions.
* Conducts reconnaissance of traffic situations and operational stability to optimize driver movements and efficiency.
* Assists drivers and customers with inquiries about routes, procedures, and operations.
* Tracks and replaces missing bus stop signs as necessary.
* Monitors customer service effectiveness and operational soundness.
* Assumes ownership of projects to improve service and operations.

**20%: Administrative Responsibilities**

* Supervises and monitors drivers to ensure adherence to State laws, University rules, and Transportation Services policies.
* Documents and distributes action forms to drivers and maintains comprehensive Manager’s Notes on all employees.
* Approves time worked and leave requests for full-time and part-time drivers.
* Inputs all necessary data entry related to charter assignments, passenger counts, and driver memos.
* Updates the route board, desktop paperwork, and charter summary sheet to reflect changes in charters, routes, and bus availability.

**15%: Coordination**

* Coordinates between the office and field regarding driver shortages, late arrivals, sick calls, workstation abandonment, deployment plans, bus swaps, and other policy issues.
* Distributes route folders, bus assignments, passenger counts, radios, maps, credit card packets, window signs, and other materials to drivers.
* Monitors and updates daily logs with information on late drivers, no-shows, abandoned workstations, sick drivers, bus swaps, mechanical issues, and disciplinary matters.

**15%: Operational Support**

* Oversees activities at the Transit Office and on the lot to ensure smooth operations.
* Issues vehicles to staff and processes incoming maintenance sheets promptly.
* Provides charter paperwork to drivers, assigns buses, and ensures accurate completion and processing of paperwork.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High school graduation or equivalent combination of education and experience.
* Four years in progressively responsible positions including two years of supervisory and customer service experience.

**Required Licenses and Certifications:**

* Valid vehicle operator’s license and good driving record.
* Must be able to obtain State of Texas class “B” vehicle operator’s license (commercial driver's license with passenger endorsement and air brakes endorsement) within 60 days of employment.

**Required Knowledge, Skills, and Abilities:**

* Demonstrate the ability to operate several types of buses and vans to the extent of maneuvering safely through congested traffic conditions, adverse weather, and road conditions.
* Exhibit a high degree of mental concentration and independent judgement.
* Good verbal and written communication skills.
* Ability to multi-task and work cooperatively with others.

**Machines and Equipment:**

* Bus and 2-way radio
* Computer and internet

**Physical Requirements:**

* Must be able to lift, bend and stoop, and assist and/or move people with disabilities as they board/off-board the bus and other campus vehicles.

**Other Requirements and Factors:**

* Persons in this position are considered essential during university emergencies, campus closures, or class cancellations, requiring readiness to respond promptly

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**