



Transit Operations Supervisor

Department: Public Works Department
Reports to: Transit Manager

FLSA: Non-Exempt
Grade: 50

SUMMARY: Under the general direction of the Transit Manager, the Transit Operations Supervisor supervises the daily operations of the Town of Telluride Galloping Goose public transit system; monitors vehicle operation and driver performance; and performs administrative work.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Transit System Operations

- Supervises day-to-day operations of the Town's public transit system
- Communicates any new or ongoing operational issues to the Transit Manager
- Ensures compliance with safety policies, standards, and regulations;
- Follows all safety guidelines and protocols to maintain a safe work environment; recommends changes to Transit Manager as needed; promotes safety awareness among staff and encourages safe work practices
- Ensures customer satisfaction and provides customer support
- Maintains transit equipment; schedules preventative maintenance; diagnoses malfunctions; perform light repairs and schedules repairs with Town mechanics
- Assists the Transit Manager with staff supervision and scheduling; trains drivers on standard operating and maintenance procedures; covers transit driver shifts as needed; assists with hiring drivers
- Provides daily operational support to drivers; ensures drivers are up to date on current defensive driving certification
- Coordinates with Town's CIRSA Liaison to ensure the transit division is compliant with CIRSA requirements and regulations
- Maintains and repairs transit shelters and bus stops
- Other duties and tasks as assigned

Administration and Reporting

- Executes the Transit Division's Standard Operating Procedures
- Assists the Transit Manager with the annual budget and makes budget recommendations as needed
- Researches methods to improve operations and reduce costs; performs cost control activities
- Produces a weekly fleet status report
- Maintains job knowledge and stays up-to-date with changes to regulations
- Provides administrative support, such as overseeing inventory needs; data entry; maintaining recordkeeping systems
- Complies with the Town's Federal Transit Administration Substance Abuse Prevention Policy;
- Administers, educates, and enforces Title VI Civil Rights regulations
- Works with other staff to develop marketing programs to increase transit ridership and keep the public abreast of seasonal changes in transit schedules
- Submits reports and statistical data for state and federal transit requirements on annual operations

MINIMUM QUALIFICATIONS (Education/Experience/Licenses/Certifications):

High School Diploma or equivalent required; Driver's License required; Associates's degree in public administration, logistics, or equivalent desired; 2-3 years of experience in public or private transportation required; 1-2 year's experience in supervising others preferred; Commercial Driver's License with P2 endorsement or ability to gain within 3 months of hire date; maintains good driving record during employment; no alcohol-related motor vehicle convictions with prior 3 years required; or any equivalent training, education or experience, preferred.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

This job description indicates in general the nature and levels of work, knowledge, skills, and other essential functions expected of an employee and is subject to change at any time. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. Must be able to perform the essential functions of the job with or without accommodation. This job description does not constitute an employment agreement between the employer and employee. Employment with the Town of Telluride is at-will.



Knowledge of: the purpose and operations of public transportation systems; Federal Transit Administration regulations and drug and alcohol testing procedures; Federal Motor Carrier Safety Administration (FMCSA) regulations, Title VI Civil Rights regulations; related safety procedures, ordinances, regulations, and traffic laws; public transit funding and general budget practices; HR and personnel management practices; bus mechanical maintenance and related maintenance methods and techniques;

Skill in: effective oral and written communication; implementing operational processes; strong project management, administrative management, and organizational skills; interpersonal skills; leadership and decision-making skills; working independently without supervision; customer service skills; preparing new drivers for CDL road test; working with computers and software

Environmental Factors:

Work is performed both in an office setting and outside, in and around Town buildings and facilities. Work performed outside is subject to extreme weather and road conditions. The employee is frequently in contact with moving buses and other operations related to route operations and maintenance functions.

Physical Factors:

While performing the duties of this job, the employee is often required to sit for extended periods of time; may be required to lift and/or move items weighing up to 30 pounds; drives buses as needed. This position is subject to Federal Transit Safety Administration drug and alcohol testing requirements.

TOWN OF TELLURIDE STAFF MISSION & VALUES

MISSION: Town of Telluride Staff works to support the values and goals of the Town Council and to support Telluride's central value of "Community."

VALUES

CUSTOMER SERVICE: Develops and maintains respectful working relationships with the community; respectful of diversity among staff, community members, and visitors; demonstrates knowledge of the community and organization; provides accurate information and timely service; solicits feedback and is open to new ideas and change; demonstrates initiative, anticipates, and identifies problems and provides solutions.

TEAMWORK: Willingly maintains positive, collaborative working relationships with other Town staff and departments; exchanges ideas and information to solve problems, provide support, proactively plan, and resolve conflict. Approaches work with the team in mind and are willing to assist others.

COMMUNICATION: Is approachable, courteous, and listens to understand; maintains tactful composure and professionalism and demonstrates understanding of other points of view when interacting with other staff, community members, and visitors; proactively shares information to facilitate collaboration.

WORK ETHIC: Represents the Town in a positive manner; complies with Personnel Policy, Ethics Code and represents Town's policies without personal bias; takes responsibility for decisions and actions; performs work with attention to detail and pride in the outcome; utilizes time and resources appropriately and works effectively under pressure; adapts to changing priorities and methodologies.

Effective/Revision Date: 3/05/2023

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