

	THE CITY OF KEY WEST Job Description	Non-Union, Hourly Position (Safety Sensitive / Essential)	
		DATE OF REVISION	2/1/12
POSITION	ASSISTANT TRANSIT SUPERVISOR	MIN. HOURLY WAGE	\$17.4810
DEPARTMENT	KWDOT 4402-544 / 4405-544		
JOB CODE	43600	GRADE	N28

PHYSICAL LOCATION:

- Transit office as well as varied field locations between Key West and Marathon, Florida.

REPORTING RESPONSIBILITIES:

- This position serves as a direct report to Transit Operations Supervisor, Transportation Department Manager and Port & Transit Director.
- This position will be responsible for assisting with all operational aspects of the Transit System, including acting on behalf of the Transit Operations Supervisor when necessary.

GENERAL FUNCTIONS:

- This position will be responsible for transit operations in the City and Lower Keys areas of service - alternate and flexible work week schedules will allow this position to provide for cross coverage and support of all “in service” operator / driver shifts including weekend and holidays periods. Assistant Transit Operation Supervisor works directly with the Transit Operations Supervisor on scheduling, payroll, reports, GPS, AVL and other types of operational programs. Will participate in annual update of System Safety Program Plan (SSPP), Substance Abuse Management Statement (SAMS) policy compliance; all of which are in accordance with US Department of Transportation (DOT) and Federal Transit Administration (FTA) guidelines.
- Position will assist Supervisor with planning, scheduling, budgeting, maintenance, procurement, and record keeping of internal controls. Position will act on behalf of the Supervisor in his / her absence. Position must exercise considerable initiative and independence in completing assigned tasks to ensure safety and operability of city transit fleet and drivers. Position will work with the Manager, Director and Supervisor on disciplinary action when necessary, initiating documentation as required.
- Maintain all public transit documents to include oversight and compliance of public transit program mandates such as: System Safety Program Plan (SSPP), Security Program Plan (SSP), Substance Abuse Management Statement (SAMS), Transit Development Plan (TDP), etc.
- Act as primary point of contact to all operators / drivers including initial employee orientation, procedures and training requirements, safety and related program compliance of programs mandated by regulation of Florida Department of Motor Vehicle & Highway Safety (DMV), FDOT, USDOT, and FTA.
- Field supervisory duties and dispatch response for all operational non-office manned hours of service will be required.

ESSENTIAL FUNCTIONS (Without Accommodations):

- Able to read, write, speak and understand English in order to communicate with co-workers, City officials and the general public, bi-lingual preferred.
- Able to work a forty (40) hour work week, overtime as necessary including split shifts and non-conventional work week, as early as 5:00 am daily and as late as 11:59 pm, 7 days per week, or as required to cover all operational times.
- Will be required to monitor the radio system for transit operations on a regular basis, on a shift basis or at all times during special events and/or emergency situations.
- Able to pass required pre-employment FTA / FDOT physical and drug test.
- Able to use equipment and materials as specified in this job description.
- Two years operational experience in commercial vehicles of up to 35 feet.
- Possess a CDL Class B driver’s license with a passenger endorsement, and respond as a relief bus driver when required.
- Computer literacy and keyboard / mouse proficiency absolutely necessary.
- Able to lift 40 lbs to a height of 45 inches and carry it 50 yards.

EQUIPMENT TO BE USED:

- Computers, transit vehicles, radio units (Mobile portable and base), GPS / AVL systems, DriveCam video unit, and other related industry equipment as required.
- Wheelchair lift / ramp
- Bike racks on buses
- Up to 35-passenger bus
- Electronic Fare box units, including MDT terminals
- Digital display message boards
- Post hole digger, shovels, air compressor, generators, auger, all bus sign post equipment related to installation & maintenance of signs.

ENVIRONMENT

- Air-conditioned office and bus.
- Outside in all weather conditions.

PHYSICAL REQUIREMENTS:

➤ Sitting	25%
➤ Walking	25%
➤ Reaching	10%
➤ Bending	15%
➤ Lifting	20%
➤ Climbing	5%

DUTIES/TASKS/JOB:

- On call 7-days / week; 24-hours / day for emergency operations in the event of a declared emergency or other management directive, in the event of an accident requiring personal attention at the scene, etc.
- Perform review of driver / operator documentation (IE: pre-trip inspection reports, incident / accident reports, etc.) to correct errors and identify deficiencies of operating system, drivers, or both as it relates to public transit operations.
- Coordinate employee uniform compliance, orders and changes as required.
- Coordinate new hire and driver / operator training programs with the Supervisor.
- Primary dispatch point of contact via GPS system and radio system, for all non-office dispatch hours of service. Generate dispatch records on weekends and holidays.
- Review daily operator reports and records for public transit operators / drivers as submitted daily such as pre-trip safety inspections, vehicle operation deficiencies, etc.
- Will be required to carry cellular phone and/or emergency beeper twenty-four (24) hours a day, seven (7) days a week and physically respond to the scene of an incident / accident in a reasonable amount of time when contacted.
- Monitor daily and maintain files for public transit operators / drivers as submitted daily such as pre-trip safety inspections, vehicle operation deficiencies, etc.
- Assist with supervision of daily bus operator performance including but not limited to: safe driving, schedule adherence, and passenger relations.
- Maintains knowledge of all routes, detour routes and adjusts schedules as needed.
- Coordinate with fleet all maintenance issues for transit vehicles.
- Maintains and prepares written reports of system operations as required.
- Responds to and investigates accidents, incidents and requests to assist in customer service and response to inquiries as well as assisting bus operators in filling out accident report, or other documents. Conducts follow-up in resolving customer complaints.
- Responds to and assists bus operators with passengers and in other emergencies such as unruly passengers, sick or injured passengers, etc.
- Coordinates operational issues at all times, providing detour information, special events, etc.
- Responds to vehicle emergencies such as mechanical issues; attempts to correct minor problems prior to calling mechanic for road call or road side assistance.
- Removes operators from duty for just cause as provided by various program mandates as noted above in order to maintain compliance of operational safety and standards of public transit systems.
- Field observation, inspections, and investigation processes to include random checks of operator compliance as it relates to all public transit mandates, including safe driving and time performance.
- Assist Supervisor with compliance of internal controls, budgeting accountability as well as prepares reports as required.
- Assist with administering the drug and alcohol tests for all drivers as required under Federal Transit Administration regulations, referred to as the Substance Abuse Management Statement (SAMS) document, which may include relieving a driver to take test.
- Assist with administering the System Safety Program Plan (SSPP) as required.
- Must possess knowledge of system plans relative to the 10 Year Transit Development Plan (TDP), annual updates, etc., as it relates to public transit.
- Responsible for bus stop signs and post installations, inventory and maintenance.

- Administers Security Program Plan (SPP) per Homeland Security Requirements in public transportation.
- Assists in planning and support for all special events in conjunction with other key members of the City.
- Initiate discipline and counsel with bus operators to assure policy compliance and to include recommendations for re-training, counseling or other appropriate disciplinary action when required, preparing paperwork as required.
- Able to travel regularly to areas between Key West and Marathon.
- Assists with special projects and / or contracts for transit related issues as required.

REQUIRED KNOWLEDGE/ SKILLS/ ABILITIES/ QUALIFICATIONS:

- Knowledge of and skill in the operation of a personal computer utilizing Microsoft Suite software, GPS / AVL software, and other related software operations, including but not limited to a general familiarity with Microsoft Excel and ability to learn and administer GFI fare box software system operations as well as bus dispatching software.
- Minimum of three (3) years experience in a responsible operations position overseeing transit or transportation services; or a similar logistical field delivering transportation services or goods.
- Demonstrated ability to assist with multiple deadline compliance in a high stress environment.
- Demonstrated ability to assist with administration and oversight of internal control systems.
- Demonstrated ability to train new hires on vehicle orientation skills and evaluate road / driving skills necessary to operate medium to large (30-35 foot) transit coach.
- Demonstrated judgment in decisions of safety and operational standards of public transit program compliance.
- Knowledge or ability to learn and understand Federal Transit Administration (FTA) drug and alcohol standards as referred to in the Substance Abuse Management Statement (SAMS) program document for pre-employment, post accident, reasonable suspicion, rehabilitation and return to work requirements.
- Knowledge or ability to learn related transportation operations rules and regulations as governed by the Florida Department of Transportation (FDOT), US DOT and other governing agents.
- Ability to deal effectively with the public and resolve complaints in a tactful manner.
- Ability to identify and resolve operating problems and conflicts between supervisory and operating personnel.
- Ability to communicate effectively, both orally and in writing.
- Ability to make formal and informal presentations to staff, as well as the development of programs to improve the performance of the transit system.
- Requirements are representative of minimum levels of knowledge, skills, or abilities.
- Homeland Security Background check of equal level to port security checks will be required prior to offer of employment.
- Ability to maintain driver records as per the Florida State Department of Motor Vehicles.
- Ability to demonstrate skills necessary to operate medium sized transit coach in revenue service on prescribed schedules and routes.
- Ability to adjust line speed to maintain schedule, while demonstrating good judgement.
- Ability to maintain a neat appearance at all times.
- Ability to work independently, within scope of existing federal, state, city and department rules and regulations.
- Ability to provide schedule information and answer questions for passengers.
- Ability to perform duties of the Transit Operations Supervisor in his/her absence.
- Ability to obtain Driver Trainer Certification.

Safety Sensitive Job Position requirements of the Omnibus Transportation Act, effective January, 1996.
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Periodically duties, equipment, material and/or job setting(s), other than those listed, are required and will be considered as part of the regular job while in effect.

The listing of tasks is in no way to be considered a complete listing of all possible tasks, nor is the requirement for an ability or skill a guarantee that the ability or skill is going to be used.

I _____, have read this job description and hereby agree with above noted "Acknowledgments" that I meet the requirements and qualifications and, if hired, that I can perform these and related duties as assigned. I further affirm that I understand this job description may be amended periodically, as is the right of the City.

Applicant Signature

Date

**THE CITY OF KEY WEST IS AN EQUAL OPPORTUNITY
AFFIRMATIVE ACTION
VETERANS PREFERENCE EMPLOYER
& DRUG-FREE WORKPLACE**

Apply at:

**City Hall, Office of Human Resources
3102 Flagler Ave.
Key West, FL 33040
Telephone: (305) 292-8223**