

LEWIS COUNTY TRANSIT

Job Description: Field Supervisor

FLSA STATUS:	Non-Exempt
REPORTS TO:	Operations Manager
WAGE CLASSIFICATION:	3.0
CDL STATUS:	CDL
TESTING STATUS:	Safety sensitive; subject to FTA drug & alcohol testing program
UNION MEMBERSHIP:	Non-represented
TELECOMMUTE ELIGIBLE:	No
LAST REVISION:	02/10/2025

Summary/Objective

The Field Supervisor, in collaboration with the Operations Manager and Assistant Operations Manager, oversees fixed route and demand response operations to ensure goals and objectives are achieved, and manages the performance of all Operators. Participates in annual and semi-annual evaluations of all Operators. Assists with all necessary Operator training and professional development.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Staff

- Communicates priorities to direct, guide, motivate, and evaluate the work of operators.
- Coordinates fixed route and demand response activities to ensure daily staff assignments and efficiency.
- Coordinates fixed route and demand response activities with other support departments such as human resources, finance, fleet, and facilities to ensure successful operations.
- Participates in the daily fixed route and demand response dispatch functions, including professional development, coaching, and engagement; promotes proactive dispatching.
- Monitors and ensures proper supplies are provided and available for operators.
- Provides coaching, observation, and support to driving staff daily pre-route, post-route and during routes.
- Updates Pass-Down Notes daily on OneNote.
- Participates in daily Operator check-ins at the beginning of each shift.
May serve as the Chair of the Safety Committee and assume additional responsibilities related to safety oversight.

Procedures

- Calmly responds to unexpected vehicle breakdowns, accidents, incidents and ensures continuity of transit services.

- Completes supervisor incident reports and assists Operators with completing their incident reports.
- Coordinates, when necessary, the involvement and assistance of local law enforcement to provide security to employees and/or passengers using the transit system.
- Utilizes map reading skills and technology to assist fixed route and demand response customers and Operators with questions and/or monitor unique situations that arise.
- Responsible for Daily round table meetings in the AM and PM and DARTT Operators.
- Maintains the contents of the drivers board in the driver room

Budget

- Coordinates with the Finance team to suggest and provide training materials.
- Manages sanitary supply tracking and coordinates with the Finance department to order additional supplies.

Training

- Assists in training and onboarding new driving staff.
- Assists in providing refresher and performance management-related training to all driving staff.
- Provides ongoing training feedback for Operators. Consistently conducts ride-alongs with operators to coach and evaluate performance.
- Confers with management, supervisors and employees to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies.
- Looks for trends with safety concerns and partners with staff to resolves conflicts.
- Assists with Drug and Alcohol Program implementation and training when necessary to meet agency obligations.
- Performs annual driver evaluations

Routing

- Partners with operations staff to assist with resolving routine disruptions to transit service. Guides Operators through temporary changes in routes due to unforeseen circumstances.
- Looks for trends with operational efficiencies, partners with the Operations, Fleet, and Admin Teams for route adjustments as needed.

Client Services

- Administers suspensions to passengers for violations of conduct and/or policies.
- Works patiently with and demonstrates sensitivity to all types of passengers, including persons with disabilities and senior citizens.
- Provides relief to dispatch staff or drivers during personnel shortages or in unique or emergency situations.
- Maintain partnership with security staff to ensure driver and passenger safety.
- Responsible for the organization and upkeep of the Lost and Found process.

Required Skills/Abilities

- Excellent supervisory and trainer skills

- Knowledge of transit and paratransit operations. Knowledge of bus routing, schedules, streets, and locations within the agency's service area
- Excellent organizational skills and attention to detail, maintaining accurate documentation and reporting
- Ability to tailor training to employee's unique training style
- Map reading techniques, ability to guide operators and passengers verbally through transit system using CAD/AVL system.
- Excellent written and verbal communication skills
- Proficient in Microsoft Office Suite, and other agency technologies and software.

Supervisory Responsibilities

- Assists with onboarding and training driving staff.
- Oversees work of driving staff.
- Conducts performance evaluations for driving staff that are timely and objective.

Work Environment

Duties are performed in both indoor and outdoor environments. While outdoors, employees in this position are subject to adverse weather/traffic conditions, exhaust fumes, and equipment noises while investigating accidents and equipment malfunctions. Work is typically performed sitting at a computer desk, driving a van or riding a bus while observing road operations and operator performance. Workdays and hours are subject to need and availability to ensure operational coverage throughout the work week. However, daily demands of the transit system may require occasional early arrivals, late departures as well as weekend or holiday work.

Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. As necessary, a physical abilities assessment may be conducted to determine the capabilities of the employee.

- The ability to have vision correctable to 20/20.
- Prolonged periods sitting at a desk and working on a computer. Sitting in a transit vehicle for up to ten hours.
- Must be able to access and navigate transit facilities and buses, riding a bus while observing operator performance.
- Hear and speak clearly to receive and provide information over two-way radio and telephone.
- The ability to secure and manage a mobility device and rider using the vehicle lift and appropriate tie-down equipment.
- Use legs to apply 15 pounds of pressure for braking of transit vehicles; use arms and hands to apply 20 pounds of pressure to turn steering wheel of transit vehicle and to adjust all vehicle mirrors to gain necessary line of vision to maneuver vehicle safely; bend, stoop, crouch and kneel to inspect vehicle, assist passengers.
- Lift up to 35 pounds.

Travel Required

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Required Education and Experience

- High School diploma required
- 3 years of transit or equivalent experience required

Preferred Education and Experience

- Some level of higher education preferred
- 2 years of transit and CDL training experience preferred

Additional Eligibility Requirements

- Must possess or obtain a Commercial Drivers License (CDL) class B within 6 months of hire.

Probationary Period

Probationary period applies until 6 months after hire date.

EEO Statement

Lewis County Transit provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Schedule

Three 10-hour shifts minimum per week.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

This job description has been approved by:

Director of Transit Services _____ Date _____

HR _____ Date _____

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____