

CITY OF PULLMAN, WASHINGTON

CLASS SPECIFICATION

TRANSIT CUSTOMER SERVICE SUPERVISOR

4201

GENERAL PURPOSE:

Plan, organize, and supervise all aspects of the office, dispatch, and Paratransit (Dial-A-Ride) activities of the transit system, including implementation of work schedules for dispatchers and customer service representatives.

CLASSIFICATION SUMMARY:

Supervises transit's office operations including the administrative functions and assigning of administrative tasks to dispatchers and customer service representatives. Plans and schedules dispatchers and customer service representatives daily work assignments to ensure efficient utilization of personnel, facilities, and paratransit vans. Assesses Paratransit (Dial-A-Ride) service levels and recommends changes to improve passenger service. Develops and implements personnel and operational policies and procedures. Stays current on state and federal regulations and assures that the paratransit service remains in compliance with all regulations. Aids Transit Manager in the preparation and administration of the transit budget. The Office supervisor reports to the Transit Manager and supervises dispatchers and customer service representatives to ensure safe and efficient workflow of the transit office.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Directs the day-to-day operation of the transit office function. Conducts new client orientations and determines ADA certification for Dial-A-Ride riders. Schedules and assigns dispatchers and support personnel to assure service levels are maintained; oversees the design and production of Paratransit (Dial-A-Ride) brochures; oversees the distribution of bus passes and tokens.

Investigates complaints concerning paratransit (Dial-A-Ride) services. Provides on-site investigation of accidents and interviews operators, witnesses, maintenance personnel and safety officials to determine cause and recommends appropriate remedial actions to prevent future accidents. Assists the Transit Manager with the division's Drug and Alcohol Testing Program; assists in determining fitness for duty, reasonable suspicion or post-accident testing.

Conducts hiring interviews, administers employment test(s), interviews final candidates, performs reference checking and completes background investigation, recommends selection of new hires, and provides training for new employees. Assists Transit Manager in counseling employees regarding work-related issues. Assists Transit Manager in developing and implementing personnel and operational policies and procedures and ensuring compliance. Recommends personnel actions to the Transit Manager; prepares and conducts annual performance evaluations of dispatchers and customer service representatives and if requested gives input to the Operations Supervisor on the performance of Dial-A-Ride drivers.

Prepares and monitors assigned portions of the transit budget; represents Pullman Transit in committees, at workshops and in various transit-related meetings; assists Transit Manager with Union-related issues including representing the City during negotiations; prepares grants; may serve as Transit Manager in the absence of both the Manager and Operations Supervisor.

OTHER JOB FUNCTIONS:

May assist the Transit Manager in collecting cash receipts from fare boxes and sales outlets; oversees the distribution of bus passes and tokens, and approves requests for refunds. Is responsible for the timely payment of all bills for the Transit system. designs and administers community involvement programs. May perform dispatching duties or operate a bus or van in an emergency.

Performs other tasks as assigned.

SELECTION FACTORS:

(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- Effective supervisory principles and practices including work planning, employee scheduling, performance evaluation, employee motivation, and corrective actions;
- Municipal transit system operation;
- Federal and state laws and regulations pertaining to the operation of a public transit system;
- Applicable personnel policies and union contracts;
- Correct use of English grammar used in the preparation of grants and reports.
- Must possess and model exemplary customer service skills.

Ability to:

- Effectively schedule, assign, direct, and evaluate the work of dispatchers and customer service representatives;
- Comprehend, read, and analyze a variety of administrative and technical data and to prepare reports and operating procedures;
- Promote, monitor and evaluate the operation of the paratransit service;
- Gather and analyze data and prepare reports;
- Communicate effectively, both orally and in writing;
- Establish and maintain effective working relationships with supervisor, division employees, general public, and city staff;
- Attend work on a regular and dependable basis;
- Learn and use in-house software programs;
- Provide quality services in a cost-effective manner and recommend improved methods of performing the work;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have any combination of the following experience and training.)

Three years increasingly responsible supervisory experience preferably in public transportation. Ability to interpret and apply federal/state DOT and OSHA regulations affecting transit operations is required. Ability to deal effectively with supervisors, co-workers, and the public; resolve employee complaints, and deal with union members in a positive manner is also required. Must have valid CDL, Class B and NO Airbrake Restriction within 30 days of hire. Any equivalent combination of formal education and/or training in transportation-related studies, public administration, business administration or related field may substitute for up to one-half of the experience requirements.

TOOLS AND EQUIPMENT USED:

Personal computer; transportation van, bus, or car; wheelchair lifts; coin counting and sorting machine, phone; copy machine, fax machine, two-way radio.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal or occasionally standing at a counter for a period of time. However, while performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals. The employee must occasionally lift and/or move up to 50 pounds.

This is a safety-sensitive position and is subject to random drug and alcohol testing as a condition of employment.

The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Exempt

Adopted: 07/03 Revised: