

Transit Management of Beaumont

Job Title: Operations Supervisor

Department: Admin

FLSA Status: Non-Exempt

Revision Date : November 2022

Reports to: Operations Manager

Hiring Range: \$21 - \$24/hr depending on experience and qualifications

JOB SUMMARY: Under the direction of the Operations Manager, performs supervisory work by ensuring that the Transit Management of Beaumont (TMB) guidelines and policies are adhered to as well as to all applicable FTA regulations. Supervises over 35 Bus & Van Operators and carries out Supervisory and Administration responsibilities in accordance with TMB policies and applicable federal, state, and local laws. Responsible for oversight, supervision, and management of bus operators

WORK SCHEDULE:

- Forty (40) hour work week, with varying hours including one (1) hour lunch period
- Must be available to work anytime BMT service is provided
- Must be available during disaster and emergency events
- Must be available to work early morning and/or evening and weekend shifts

REPORTS TO: Operations Manager

DESCRIPTION OF DUTIES/RESPONSIBILITIES:

- Supervises employees primarily Drivers
- Schedule bus and van operators
- Update TripMaster as needed
- Update TransLoc as needed
- Schedule Paratransit trips as necessary
- Dispatch bus and van operators
- Monitor bus and van operators while on duty
- Completes random checks of Drivers including pre-trip checks and ADA monitoring
- Conduct counseling, coaching and progressive discipline in a constructive manner
- Maintain complaint / inquiry log and process through with resolution & discipline
- Assists and trains Drivers on passenger management, and customer service
- Manage, input data and monitor DriveCam system
- Accurately completes supervisor's reports as required
- Complies, Promotes, and Enforces the TMB Safety policies
- Ensure compliance with the BMT'S Public Transportation Agency Safety Plan (PTASP)
- Investigate incidents, accidents, and work-related injuries
- Present new Operation's policies or route changes at Safety Meetings / Orientations
- Complete, compile and submit accident and incident reports
- Count, verify and complete deposit documentation for collected fares
- Answer phones and address passenger inquiries
- Monitor bus stops and amenities for cleanliness and maintenance
- Monitor rolling stock and facility cleanliness
- Promotes a culture of safe, reliable, and courteous service amongst employees
- Provides motivation, commendation, guidance, and counseling
- Implements policies and procedures as directed by administration in a positive manner
- Maintains professional communication with peers and managers
- Maintains confidentiality of sensitive / protected information (customer / employees)
- Assists and complete other duties as assigned by Management

QUALIFICATIONS:

- A minimum of one year experience in a supervisor role preferred
- High school diploma or GED.
- College Degree preferred.
- Knowledgeable of occupational hazards of the trade (OSHA)
- Valid Texas Driver License, Class B CDL with P endorsement preferred
- Successful pre-employment background check and drug & alcohol screen required.
- Computer literate with working knowledge of Word and Excel

SKILLS REQUIRED:

- Ability to read and interpret documents such as employee handbooks, policies, manuals, and other guidelines as required to complete the duties safely and effectively as assigned,
- Ability to complete accurate and comprehensive supervisor reports,
- Ability to work non-traditional work hours and Saturdays,
- Ability to maintain professionalism, and project a positive image,
- Ability to effectively prioritize tasks and manage time effectively,
- Good verbal, written and relational communication skills, with ability to appropriately interact with employees of all levels including drivers, customers, management, client representatives, union officials and public,
- Maintain consistent attendance and punctuality.

PHYSICAL REQUIREMENTS:

- Duties / Work are performed in the BMT facilities inside and outside an office setting,
- Duties / Work requires frequent subjection to extreme temperatures, weather elements such as fumes, gases, dust, grease, smoke, oil, noises, and humidity,
- Duties require sitting, walking, climbing,
- Duties / Work requires lifting up to 50 pounds, and or to push-pull up to 80 pounds,
- Physical abilities require being mobile, bending, stooping, standing, and climbing ladders and or stairs frequently. Requires reaching for objects, adjusting, or repairing equipment, access materials; also requires simultaneous use of both arms and feet; typically requires talking, hearing, seeing, and repetitive motions including keyboard entries
- May be subject to overnight travel

SPECIAL REQUIREMENTS: The incumbent may be required to assist in performing other administrative duties as well as assist in operational tasks within the Authority

APPLY BY SUBMITTING AN APPLICATION TO BEAMONT TRANSIT OFFICE LOCATED AT 550 MILAM, BEAUMONT
-- FROM 8:30 TO 4:30

Beaumont Transit is an Equal Opportunity/Affirmative Action Employer and Complies with the Americans with Disability Act.
