



## POSITION DESCRIPTION FORM

POSITION INFORMATION					
<b>Position Title</b>	<b>OPERATIONS SUPERVISOR</b>			<b>FLSA Status</b>	Non-exempt
<b>Location/Base</b>	Port Angeles, Washington			<b>Pay Range</b>	6
<b>Reports To</b>	Operations Manager	<b>Represented Position</b>	No	<b>Supervision</b>	Yes
<b>Position Action</b>	Update/Revision			<b>Effective Date</b>	08/20/2024
POSITION SUMMARY					
Under the general direction of the operations manager, the operations supervisor supervises the daily activities of fixed-route and paratransit services. Responsibilities include providing guidance, training, support, and counseling to assigned personnel; investigating accidents and incidents; and public comment processing.					
ESSENTIAL FUNCTIONS					
<p><b>General:</b> Coordinates operations department personnel and service activities in a safe and efficient manner in accordance with applicable labor agreements, policies, and work rules. Works under the direction of the operations manager and supports the department in concert with the direction and planning of CTS as a whole.</p> <p><b>Functional Areas:</b> Provides supervision to employees in assigned functional areas. Advises and counsels employees based upon established organizational direction. Recommends methods to improve operations and services. Provides input and recommendations concerning staffing levels, services offered, training, vehicle procurements, and facilities development as appropriate. Processes public comments regarding service schedules, routes, and other related topics. Dispatches and operates transit vehicles in revenue service as needed.</p> <p><b>Professionalism:</b> Conducts duties professionally, with the highest of ethical standards, and exercises discretion of confidential or sensitive information.</p> <p><b>Safety:</b> Promotes a culture of safety and individual responsibility within CTS. Responds to accidents and conducts investigations into transit vehicle and passenger accidents/incidents and prepares all necessary reports. Provides regular and post-accident training as needed.</p> <p><b>Working Relationships:</b> Develops and maintains an atmosphere of cooperation and teamwork among all levels of CTS. Establishes and maintains effective and collaborative working relationships with representatives of the public, community, and regulatory agencies.</p> <p><b>Employee Relations:</b> Participates in the recruitment, selection, and onboarding of operations personnel as assigned. Trains, supervises, and evaluates the performance of assigned personnel. Coaches and counsels employees and recommends discipline in accordance with applicable CTS policies, procedures, and labor agreements. Promotes diversity within the department and CTS.</p> <p><b>Customer Service:</b> Ensures timely responses and resolutions of customer comments related to service delivery. Makes appropriate referrals to Operations Manager.</p> <p><b>Representation:</b> Attends, conducts, and participates in a variety of meetings within CTS and in the community; serves on committees and coordinates special events as assigned. Prepares and delivers oral presentations as requested. Positively represents CTS and serves as a liaison for CTS to ensure the highest level of transit mobility within the service area.</p> <p><b>Labor Relations:</b> Administers labor agreement provisions. Responds to labor issues as appropriate.</p>					

**Communication:** Communicates effectively with CTS personnel, public agencies, community groups, vendors, guests, and others to exchange information and resolve issues related to transit activities and issues. Maintains ongoing communications with the Operations Manager regarding current and potential issues and engages in proactive and collaborative resolutions. Maintains accurate records for purposes of payroll, ridership, discipline, training, and other functions regarding overall operations department activities. Prepares written reports as requested

**Governance and Planning:** Participates in establishing and achieving CTS goals. Ensures employee adherence to the CTS mission, goals, and objectives. Participates in policy development; ensures proper operations of transportation services in accordance with established policies and regulatory requirements. Assists Operations Manager in preparation of operator run-cuts and other issues concerning allocation of operator work.

**Services and Programs:** Assists the operations manager with the planning, development, and implementation of procedures to routinely monitor system performance and reliability. Recommends adjustments to ensure high quality service to the public. Assists and participates in route planning analyses and evaluations, and service changes as required. Monitors CTS and customer compliance of service programs.

**Finance:** Supports the administration of the annual department operating and capital budgets. Recommends cost-savings methods and ideas.

**Opportunities:** Assists in the solicitation and review of other transit program opportunities and models to enhance services. Attends training as needed to maintain knowledge of current transit industry trends and issues. Identifies training needs and resources available and makes recommendations for staff.

**Other:** May be assigned to serve, wholly or in part, in the absence of the operations manager. Performs other duties as assigned.

#### REQUIRED QUALIFICATIONS

**Education and Experience:** A high school diploma or equivalency. Three years of supervisory experience preferred; which is defined as the authority/influence to hire, separate, discipline, and evaluate employee performance, or to otherwise directly affect an employee's employment.

**Licensures and Certifications:** Valid Washington State commercial driver's license, with a passenger endorsement and air-brake restriction removed, or the ability to obtain within the probationary period.

**Knowledge of:**

- Transportation operations, scheduling, and administrative practices and methods.
- Principles and techniques involved with the development and maintenance of transit and transportation operational practices.
- Safety, loss-prevention, and accident investigation procedures.
- Interpersonal skills including tact, patience, and diplomacy.
- Public speaking techniques and customer service skills.

**Ability to:**

- Organize resources to support a coordinated public transportation system with emphases on safety, efficiency, and responsiveness to public needs.
- Support organizational goals, objectives, policies, procedures, work plans, timelines, services, and programs.
- Demonstrate effective leadership skills. Support a shared vision of departmental goals and to promote the commitment to excellence in service delivery and customer relations.
- Maintain cooperative relationships and work productively with all internal and external stakeholders. Serve as a collaborative member of CTS.
- Train, supervise, and evaluate the performance of assigned personnel.
- Operate a computer using word processing, management information, spreadsheets, and databases with sophisticated software.
- Understand and follow work rules and procedures.
- Accurately maintain all records. Prepare reports and presentations and effectively deliver orally or in writing to diverse audiences.
- Act quickly and decisively under stressful situations in a calm, professional manner.
- Use tact, discretion, confidentiality, and courtesy in all interdepartmental and public contacts.

- Communicate effectively orally and in writing.
- Travel locally and overnight as required.
- Attend trainings and meetings.
- Be punctual, reliable, and maintain regular attendance.
- Able to work a variable shift according to work assignments; including split shifts, nights, weekends, and holidays as required.
- Perform duties in a timely, safe, and accurate manner.
- Maintain good grooming standards.

**Special Requirements:**

- Possess (or the ability to obtain) a class B commercial driver's license with a passenger endorsement and the air-brake restriction removed.
- Possess a driving record that is acceptable to CTS and maintain throughout employment.
- Successfully pass a background check.

**PHYSICAL DEMANDS**

Spend approximately 25% of time sitting at a desk or table. 25% driving CTS vehicles. 50% walking and standing in potentially inclement weather. 50% of time is spent indoors, frequently in an office setting. Occasional lifting of up to 30 pounds may be necessary. Frequent keyboarding and telephone use. Ability to converse and listen at ordinary sound levels are required. Able to obtain and maintain a U.S. Department of Transportation medical certification. Physically capable of operating controls of light and mass transit vehicles.

**WORKING CONDITIONS**

**Employment:** Satisfactorily complete an initial six-month review period. Designated as at-will employment and not covered by the labor agreement. Position is safety-sensitive and subject to federal drug and alcohol testing regulations. Occasional day and overnight travel may be required.

**Environment:** CTS is a drug and alcohol-free workplace. Duties are primarily performed in the field, using an agency vehicle to travel throughout the county and be exposed to weather conditions. Duties are also performed in an office setting, while sitting at a desk or workstation, using standard office equipment and complex software.

**Schedule:** CTS's workweek is designated from 12:00 a.m. on Sunday through Saturday at 11:59 p.m. Position is scheduled for 40 hours per week. Position is non-exempt and is eligible for overtime in accordance with the Fair Labor Standards Act (FLSA). Hours of work may be adjusted to accommodate workload requirements.

**APPROVAL**

Supervisor/Department Manager  
Jason McNickle

Date  
20240820

Human Resources Manager  
Barb Cox

Date  
8/20/24

General Manager  
Jim Fetzer

Date  
8/20/24

*Disclaimer: The statements contained herein reflect general details as necessary to describe the essential functions of this position, the level of knowledge and skills typically required, and the scope of responsibility. This description of duties should not be considered inclusive of all of the work requirements. Individuals may perform other duties as assigned, including work in other functional areas as to cover absences or relief, to equalize peak work periods, or to otherwise balance the workloads. This does not establish a contract for employment and is subject to change at the discretion of the employer.*

*Clallam Transit System is an equal opportunity employer and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans' status, disability status, sexual orientation, or any other basis prohibited by local, state, and federal law.*