



JOB TITLE: Street Supervisor
DEPARTMENT: Operations
REPORTS TO: Lead Street Supervisor
JOB LOCATION: DCTA Service Area

LAST REVISION DATE: 11/2019
JOB TYPE: Full-Time
PAY TYPE: Non-Exempt
HOURS: Standard schedule, with nights, weekends, and holidays, as needed

JOB SUMMARY:

The Street Supervisor oversees system Operators while they are in service and serve as a front-line supervisor. May be required to serve as substitute Operator or Dispatcher, as needed. Performs additional tasks as assigned.

JOB FUNCTIONS:

These duties are a general representation of the position; assignments may vary

- Ensures Operators are prepared for their assignment, including being in full uniform and in possession of proper license.
- Conducts gate checks at appropriate times to ensure on-time service and proper completion of necessary documentation, including manifests and inspections.
- Continuously monitors operations for on-time performance, and schedule and route adherence.
- Identifies potential rerouting opportunities when service is impeded as a result of excessive traffic congestion, construction, traffic collisions, or other situations that may arise.
- Assists Operators in how to identify, assess and recommends resolutions for passenger problems.
- Responds to collisions and incidents immediately: assists with or manages the situation as required; collects all required information; assists Dispatch and Operations staff in resuming service levels according to specifications and minimizing passenger disruptions.
- Assists in filling vacant shifts as necessary to ensure full-service delivery.
- Conducts site checks and road observations according to local policy and agency requirements. Documents findings accordingly and provides necessary reports to Lead Street Supervisor.
- Responds to equipment failures, schedule delays, service issues, incidents, injuries, etc., and manages the scene if needed; works with appropriate emergency personnel to resolve issue; ensures timely completion of reports and required follow-up with the Safety / Training Manager, agency staff, and insurers as necessary; participates in investigations and assists in the preparation of materials for use in hearings, lawsuits, and insurance investigations

REQUIREMENTS TO PERFORM WORK

Essential Knowledge and Skills:

- Ability to communicate effectively with system staff.
- Familiarity with service area and operations.
- Knowledge of service performance requirements.
- Ability to manage emergency situations.
- Knowledge of agency vehicles, components, and data/communications systems.
- Knowledge of state and federal regulations and corporate safety programs and policies.
- Knowledge of training programs.



- Ability to obtain/maintain, within three (3) months of hire, a valid Commercial Driver’s License (CDL) Passenger (P) endorsement for public passenger transport valid within the State of Texas.

EDUCATION AND EXPERIENCE:

- Must have a valid Driver’s License with an acceptable driving record.
- Must be twenty-one (21) years of age or older
- Must have High school diploma or GED equivalent required
- Previous passenger transportation experience in a similar environment required.
- A minimum of 1-year supervisory experience required
- Previous customer service experience, experience working with persons with disabilities, and/or senior citizen groups preferred, but not required.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Frequently requires prolonged standing, walking, reaching with hands and arms, hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms.
- Occasionally requires kneeling, stooping, crouching, lifting, pushing and pulling
- Repeated use of sight to read documents and electronic devices
- Repeated use of hearing and speech to communicate on telephone, radios and in person

WORK ENVIRONMENT:

- Works indoors / outdoors and in inclement weather conditions such as rain, ice, sleet, and in cold or hot temperatures
- Often exposed to unsafe situations, conditions, and equipment that result in cuts, bruises
- Frequently exposed to sounds and noise levels that are distracting and may be uncomfortable daily.

As an employee of NTMC you are to adhere to all safety & security best practices, policies and procedures at all times while you are on DCTA property and inside DCTA vehicles. You are to report all incidents/accidents/ hazard and security situations immediately to minimize the risk of injury and property damage. _____

Initial

Employee Signature

Date