

**JOB TITLE:** Street Supervisor  
**DEPARTMENT:** Operations  
**REPORTS TO:** Lead Supervisor  
**JOB LOCATION:** Denton, Texas

**LAST REVISION DATE:** 05/2019  
**JOB TYPE:** Regular Full-Time  
**PAY TYPE:** Hourly  
**HOURS:** Standard day schedule, with nights, weekends, and holidays, when necessary

### **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.

### **JOB FUNCTIONS** (These duties are a representative sample; position assignments may vary)

- Ensures that 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.
- Monitors street 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 with service or 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.
- Accompanies operators to medical facilities as required after traffic collision or other injury; ensures proper administration of post-incident drug and alcohol testing.
- Fills 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 Supervisor.
- Other related duties as assigned.

### **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.

***The ideal candidate will:***

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels