



Custer County, Montana
1010 Main Street
Miles City, MT. 59301

Position Description Transit Supervisor

November 2022

Custer County is an equal opportunity employer. Custer County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This position description intends to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. 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 changes.

Job Title: *Transit Supervisor*
Department: Transit
Grade: 12 Entry

FLSA Status: Non-Exempt Exempt
Reports to: Commissioners

Work Unit Overview: The Transit Department provides public transportation to qualifying individuals in Custer County. The department is funded with the fares collected from the users as well as financial support from grants and matching funding from the Custer County General fund.

Job Summary: The Transit Supervisor is responsible for the planning, organization, and supervision of the daily operations of the County Transit Department to ensure that all operations are conducted safely, efficiently, and in accordance with the County Commissioners policies, and applicable laws. Duties include managing and maintaining operations, personnel, buildings, equipment and supplies, and coordinating, scheduling and overseeing all activities.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Plan, organize, and direct the activities and operations within a work unit or work units according to personnel laws and departmental policies. This typically involves the supervisor having a direct or working knowledge of all the individual job assignments the position supervises. Provide direct instructions to employees for both short term and longer term assignments and work products based upon the nature of the subordinate position and the subordinate's skill level, experience, and capability. Serve as subject matter expert in operations; make decisions in areas where there is not clear precedent.
- Must meet the minimum requirements to fill in as a driver or dispatcher as needed to maintain service and scheduled rides. Drivers and Dispatchers are safety sensitive positions. These requirements include a valid Montana Drivers License, clear pre-employment drug screening and is subject to random drug and alcohol screenings.

- Monitor individual employee performance appropriate to each classification. Provide guidance and advice on work operations and output, interpersonal relations and customer service, legal and policy components to the area of assignment and public-sector employment. Strive to improve employee performance through structuring a positive work environment.
- Ensure appropriate staffing levels through making schedules, monitoring attendance, anticipating vacancies, approving leave time, monitoring long term absences (e.g. FMLA), and monitoring banking of compensation time.
- Coordinate work functions with other departments, vendors, and other governmental agencies. Work to resolve interdepartmental or interagency disputes; provide a leadership example in stressful or contentious situations. Directly address constituent complaints with any component of the work unit(s) function or any employee therein.
- Assure compliance with federal, state and local laws, rules, regulations and guidelines related to assigned operations. Recommend changes in operational policies and procedures as required to maintain that compliance.
- Coordinate procurement functions either directly or through assigned procurement personnel to ensure the work unit can function without delay. Coordinate technological components of the work unit may troubleshoot computers, printers, and other equipment.
- Oversee the selection of personnel, assign and direct shift schedules and relief coverage, review and authorize subordinate staff payroll and leave requests, participate in and coordinate employee orientation and training, evaluate work performance, take corrective action and disciplinary action for subordinate employees.
- Formulate and implement objectives and institutional policies and practices consistent with departmental goals, legislation, County management directives, and operational needs.
- Develop and implement management improvements and practices and in the resolution of a variety of administrative and management problems within the division through research, analysis, and evaluation; make suggestions related to facilities, programs, services, procedures, forms, workflow, and equipment for consideration in the departmental budget.
- Oversee the preparation of a variety of narrative and statistical reports related to work area of assignment. Respond to requests for information from the county commission or other appropriate board or authority; make public presentations on work unit activities and progress as requested.

Non-Essential Functions:

- Attend workshops, seminars, and educational sessions to keep updated on strategies, changing rules, laws and trends affecting the County to best serve the community.
- Coordinate community outreach events and public education programs to foster community relations.
- Serve as a member of the senior management team of the department.

- Perform other duties as assigned including assisting in special operations, attending meetings and conferences, providing backup for other staff, etc.

Physical Demands and Working Conditions: *The demands and conditions described here are representative of those the employee must meet to perform the essential functions of the job.*

- May involve frequent standing, sitting, bending, stooping, twisting of waist, and side-to-side turning of neck.
- May involve fine finger dexterity to operate keyboards and writing materials.
- Involves sufficient verbal and written communication to direct the work of subordinates and lead customer service functions.
- May work in varying work environments; include general office, public works, legal or court setting, outdoor settings, cultural or community centers, health care and long-term care facilities, and or setting involving transportation (or any combination of the whole).
- May involve exposure to dangerous conditions, including toxic materials, blood borne pathogens, heat/cold and other extreme weather conditions; as well as exposure to contentious situations involving county operations and intergovernmental relations.

Supervision Exercised: The Transit Supervisor over sees the Drivers, paraprofessional, technical, and custodial/maintenance staff of assigned work area. This includes establishing staffing budgets, supervising the organizational structure of the work unit, daily monitoring of the duties and classification of subordinate positions, supervising staff, establishing and maintaining organizational performance standards, and making decisions regarding hiring and termination, at the direction of the County Commissioners. The Transit Supervisor serves as the Drug and Alcohol Program Manager (DAPM) and oversees the Dispatchers who are designated as Designated Employee Representative (DER) to identify drug or alcohol impairment by drivers.

Knowledge, Skills, and Abilities:

This job requires the ability to plan, organize, direct and supervise the programs and the operations of an assigned work plan, assign, supervise, train, and evaluate the work of subordinate employees; interpret and enforce institutional rules, regulations, and other policies with firmness, tact and impartiality; analyze administrative problems, reach practical conclusions, and report recommended changes; prepare clear and concise written reports and oral presentations; establish and maintain effective working relationships with staff, management and support personnel, the general public, County departments and other governmental agencies; plan and organize research and statistical work relating to the various aspects of supervision, budget and general management matters; use principles of inductive and deductive reasoning to validate conclusions and recommendations; and employ group dynamics and motivational methodology to all levels of employees.

Education and Experience:

This job requires education and experience equivalent to a combination that will provide for the listed knowledge and abilities. The education and experience components of a supervisor will typically be closely related to subordinate positions of the supervisor, but will usually involve more experience and may

involve additional education or training (e.g. a Bachelor's degree as opposed to an Associate's degree, advanced training in subject matter, training in supervision, etc.).