

CODE: 6125

**THOMAS COUNTY, GEORGIA
JOB DESCRIPTION**

**JOB TITLE: OPERATIONS SUPERVISOR
THOMAS COUNTY AREA TRANSIT SYSTEM (TCATS)**

GENERAL STATEMENT OF JOB

Under general supervision, performs technical, administrative, and professional work for TCATS. Work involves coordinating, assisting, and planning the daily, weekly, and monthly activities; scheduling and dispatching transit drivers; developing and monitoring routes; maintaining and filing records associated with job duties; applying Federal and State regulations, and County policies in order to provide safe, prompt and courteous transportation services to the citizens of Thomas County. Reports to the Transit Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Serves as administrative assistant to the Director. Resolves complaints. Provides assistance in preparing TCATS annual operating budgets. Interfaces with other departments and agencies as needed. Provides assistance in researching and compiling data for policy development.

Schedules passengers to proper vehicles which will establish routes to operate at peak efficiency. Plans routes based on passenger's needs; monitors routes for efficiency and ensures coordination of trips. Assigns drivers daily work schedules and verifies employee time sheets. Prints manifest for drivers in a timely fashion. Maintains ongoing communication by radio and phone with drivers. Documents and collects information from drivers on dispatcher log. Notifies agencies of delays or changes in transportation schedules. Verifies fares collected on a daily basis, enters amounts into system and prepares deposits. Enters passenger and vehicle information into the computer.

Monitors trips and ensures regulatory compliance with Federal Transit Administration, Georgia Department of Transportation and compliance with contracting agencies.

Prepares correspondence; sends notifications; analyzes administrative problems; makes recommendations. Schedules vehicle inspections. Prepares and/or processes various records and reports including TCATS monthly and weekly reports, annual reports, correspondence, and various other records, reports, memos, etc.

Disseminates public information; answers questions from the public, customers, state officials, County Commissioners, County Manager and other county departments.

Knowledgeable of regulations of the Federal Transit Administration, Georgia Department of Transportation (DOT), Georgia Department of Community Health (DCH), Georgia Department of Human Services (DHS) and other ordinances, policy manuals, minutes, procedure manuals, computer manuals, codes / laws / regulations, publications and reference texts as may apply to the operations of TCATS. Interprets Federal and state regulations for local application. Oversees

OPERATIONS SUPERVISOR

preparation of trip reports for Georgia DOT, Georgia DCH and Georgia DHS.

Operates a variety of office equipment including computer, printer, typewriter, copier, fax machine, and calculator.

Is familiar with and able to use Microsoft computer software such as but not limited to Word, Excel, and Outlook.

May be required to transport clients from time to time.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma and five to eight years in transportation, dispatching, scheduling or a related field; or any equivalent combination of training and experience, which provides the required skill, knowledge and abilities. Requires a valid class "C" Georgia Driver's License.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines, tools and equipment, such as computers, printers, and general office equipment. Tasks require the ability to exert medium physical effort in sedentary to light work, but which may involve some lifting, carry, pushing and/or pulling of objects and materials of medium weight. Tasks may involve extended periods of time at a keyboard or workstation. Physical demands are in excess of those for sedentary work. Work involves walking, standing, bending, crouching, reaching, stooping, climbing, etc. occasionally. Must be able to lift and/or carry weights of up to twenty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things. Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information with diverse groups. Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of area of responsibility. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read a variety of informational and technical documentation, directions, instructions, regulations, etc. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence using correct English and well-modulated voice.

Intelligence: Requires the ability to apply principles of influence such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems. Requires the ability to exercise judgment, decisiveness and creativity in situations involving zoning ordinances.

OPERATIONS SUPERVISOR

Verbal Aptitude: Requires the ability to record and deliver information and to follow oral and written instructions. Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Numerical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to perform statistical analysis.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, visually with job-related equipment.

Motor Coordination: Requires the ability to coordinate hands and eyes in using automated office equipment and job-related tools.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, surveying equipment, locators, control knobs, switches, etc. Must have eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing work under moderate stress when confronted with an emergency. Must be adaptable to meeting deadlines.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.