



Job Opening Training Supervisor

Salary:

#13-00065

\$33.77 - \$33.77 Hourly

Opening date:

08/16/13

Closing date:

09/06/13 05:00 PM

Position Summary:

This position reports to the Manager, Transportation Training & Procedure in the Transportation Operations Division.

Perform all training aspects of the Initial Bus Operator Training Program for new hires, refresher and continuing training for Bus Operators and other Operations Division personnel. Conduct in-service performance evaluations, including coaching and counseling for Bus Operators. Investigate and report on accidents, and other operational problems. Perform related duties as required.

Essential Functions:

1. Provide, coordinate and facilitate the training of new Bus Operators including the evaluation and documentation of performance. Recommend disqualification as appropriate. Administer skills tests as a certified Third Party Commercial Drivers License Examiner.
2. Provide continuing training for Bus Operators and other Operations Division personnel including: driving instruction, refresher training, equipment qualification, and recertification, radio, emergency, and accident procedures, interpersonal communication, customer service, and security training.
3. Conduct training need assessments, post-training evaluations and review of operator performance data. Review, update and maintain training programs to ensure compliance with legal and regulatory requirements.
4. Participate in the design, development, and revision of training programs and support materials, using varied media methods, (i.e. desktop, computers, video/photo equipment, written materials, etc.).
5. Provide a variety of training assistance for agency departments. Assist Human Resources in pre-employment testing for qualified bus operator applicants.
6. Conduct and document evaluations of in-service bus operation skills and customer relations, as requested and required by Bus Transportation management. Assist operators and transportation management in a variety of post accident/incident procedures. May provide coaching or counseling to operators.
7. Provide supervisory assistance during weather emergencies, special events, etc. Provide bus transportation for other departments when requested. Serve on various committees and special projects. Coordinate, and/or assist and staff special events such as Bus Rodeos, Disability Awareness Days, etc.

Position Requirements:

High school diploma or equivalent required. Bachelor's degree in education, organizational development, training, communication or related field desired.

Three years experience as a full-time TriMet Bus Operator, demonstrating superior skills in transit vehicle operation, customer relations, and knowledge of District policies and procedures. Additional experience in training, teaching, adult education and/or curriculum design, or communication at a supervisory level preferred.

Selection Criteria:

1. Knowledge of TriMet operations, services, strategic direction and policies.
2. Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
3. Demonstrated knowledge of operational characteristics, features, and mechanical systems of TriMet's bus fleet, as related to bus operator responsibilities.
4. Knowledge of principles and processes for providing customer service to include meeting quality standards for service.
5. Ability to communicate information and ideas so that others will understand, both verbally and in writing. The ability to speak before varied size and diverse groups.
6. Ability to identify, analyze and resolve internal/external customer relations issues effectively and with diplomacy.
7. Ability to identify procedural problems and recommend, mitigate or implement appropriate actions.
8. Ability to work varied days, hours, and shifts as needed.
9. Demonstrated ability to establish and maintain effective working relationships with employees, supervisors and the general public.
10. Ability to qualify and maintain certification as Oregon DMV certified Third Party License Examiner.
11. Ability to assess and sensitively serve the needs of customers, including those from culturally diverse backgrounds, the elderly, persons with disabilities and/or other vulnerable populations.
12. Skill in the use of personal computers and associated software, and audio and video equipment.

Type of position / Grade / FLSA:

Union, Non-Exempt

Selection Process – Candidates will be selected based at a minimum on the result of:

1. Application/Work Record Review
2. Computer Based Assessments
3. Supplemental Questions
4. Oral Presentation
5. Panel Interview.

Supplemental Information:

It is your responsibility, and to your benefit, to describe in detail how your education, training and work experience meet the requirements of the position for which you are applying. If applicable, please provide at least ten years of your work history, including any volunteer and internship experience you may have. You are encouraged to attach a resume, cover letter, training certificates and letters of recommendation with your application.

Online applications are permitted five attachments; however each attachment is limited to 5MB. Please include your attachments in the "Resume Attachment" section (please try to combine documents as much as possible). A second option for attaching multiple documents is to send them to and we will attach them to your online application. You may also fax your materials to 503-962-3477 or 503-962-7440. Incomplete applications will not be considered. Resumes will not be considered in lieu of a completed application.

To apply, please visit our website at <http://trimet.org/careers>.

Internal applicants: Information in your personnel file will not be used in lieu of information requested on your application. Incomplete applications will not be considered.

If you are a qualified veteran and would like to apply for veterans' preference points, you will need to reflect your status on the application and submit supporting documentation with your application by the closing date of this recruitment. Documentation must be attached to your application.

Persons needing an accommodation under the Americans with Disabilities Act for any part of the application process should contact TriMet Human Resources staff at 503-962-7505, or the TTY line at 503-238-5811. A minimum of two workdays notice prior to the need for accommodation is required.

TriMet is an equal opportunity employer, committed to developing an organization that is reflective of and sensitive to the needs of the diverse community we serve, including the elderly and persons with disabilities.

Training Supervisor Supplemental Questionnaire

* 1. Do you have a minimum of three years experience as a full-time Bus Operator with TriMet?

Yes No

* 2. What experiences do you have in teaching adults in a business environment? How did you measure the effectiveness of your teaching and or training strategies? What was the long term effect of your teaching?

* 3. How will you, as a training supervisor, convey to your students the key values of the organization, emphasizing always that safety is the most important value?

* Required Question

4012 SE 17th Ave., Portland, OR 97202 · 503-962-7640 · trimet.org/careers

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