



## Job Opening Road Supervisor

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**Salary:**

#14-00029

\$33.77 - \$33.77 Hourly

**Opening date:**

04/11/14

**Closing date:**

05/02/14 05:00 PM

**Position Summary:**

Supervise the daily operation of safe and reliable public transportation bus service. Monitor and recommend service adjustments and provide security and street-side customer service.

Ensure a commitment to safety through consistent and professional behaviors in performance of job requirements that demonstrate safety is a fundamental value that guides all aspects of our work. Perform related duties as required.

**Essential Functions:**

1. Supervise daily bus operations including assisting operators in resolving operational problems and providing street-side customer service.
2. Assist, coordinate and perform assigned security responsibilities designated or directed by Director of Security. Respond accordingly to events that may impact service.
3. Respond to and assess priority needs, activate solutions at service interruption incidents, including but not limited to; designating re-routes, directing traffic, identifying medical needs, and performing procedures to re-establish bus service and meet the needs of other involved parties.
4. Conduct service reliability checks, system hazard assessments, and construction in progress in assigned districts. Report and recommend schedule adjustments to Scheduling Department to improve service.
5. Assist with special service activities at public locations and/or special events providing on-street scheduling and other customer services.
6. Carry out daily operation responsibilities as defined in the Operations Manual, Agency rules and departmental policies and procedures.
7. Provide guidance for exemplary customer service to both internal and external customers through effective communication, performance management and by personal example.

**Position Requirements:**

High school diploma or equivalent.

One year experience as a full-time bus operator.

Criminal record history in accordance with District criteria for Road Supervisor.

Possession of a valid Commercial Driver's License (CDL) with a passenger endorsement and current Medical Examiners Certificate.

**Selection Criteria:**

1. Thorough knowledge of transit operations, including specific knowledge of all Agency runs and schedules.
2. Demonstrated knowledge of Working and Wage Agreement.
3. Demonstrated ability to perform above average in the areas of attendance, safety and customer service, as confirmed by a work record review.
4. Demonstrated ability to satisfactorily complete the following programs:
  - A. Supervisory Skills Training
  - B. CPR and First Aid Certificate Training.
5. Demonstrated ability to consistently exercise sound judgment in dealing with complex problems; to quickly and accurately assess and respond to emergency events; to make effective and timely decisions in stressful situations; ability to analyze and resolve problems diplomatically.
6. Ability to communicate effectively both verbally and in written form, and in a clear, positive and concise manner.
7. Ability to establish and maintain effective working relationships with employees, management and the general public, including those from culturally diverse backgrounds, the elderly, persons with disabilities and/or other vulnerable populations.
8. Ability to productively participate in an integrated team environment.

**Type of Position / Grade / FLSA:**

Union, Non-Exempt

Candidates will be selected based at minimum on the result of:

1. Application/Work Record Review
2. Supplemental Exercises/Computer Assessments
3. Panel Interviews

**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 [careers@trimet.org](mailto:careers@trimet.org) 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 711. 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 veterans, the elderly, and persons with disabilities

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### Road Supervisor Supplemental Questionnaire

\* 1. Do you have one year experience as a full-time bus operator?

Yes  No

\* Required Question

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