



REGIONAL TRANSPORTATION SERVICES SUPERVISOR

Class Code:
6150

Bargaining Unit: American Federation of State,
County & Municipal Employees (AFSCME)

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY
Established Date: Feb 29, 2016
Revision Date: Dec 4, 2017

SALARY RANGE

\$46.74 - \$56.82 Hourly
\$3,739.14 - \$4,545.84 Biweekly
\$8,101.47 - \$9,849.32 Monthly
\$97,217.64 - \$118,191.84 Annually

GENERAL DESCRIPTION:

Definition

Under direction, the Regional Transportation Services Supervisor plans, organizes, and supervises the work of professional level staff and assists in the oversight of contracted services for paratransit clients and other regional service contracts.

Distinguishing Characteristics

This single-position classification serves as the first line supervisor of professional level staff in addition to performing the most complex and responsible duties related to the program management of paratransit services and other regional service contracts. The incumbent is responsible for supervising and carrying out specific duties to ensure vendor compliance with all contracts and agreements, as well as compliance with applicable Federal, State, and local rules and regulations. Substantial judgment and initiative are essential for resolving problems and making recommendations with regards to various projects.

This class is distinguished from Regional Transportation Services Manager in that the latter has full managerial responsibility and authority for oversight of assigned contracted services whereas the primary purpose of this class is to serve as a first line supervisor over professional level staff.

ESSENTIAL JOB FUNCTIONS:

Typical Tasks

- Selects, supervises, trains, motivates, assigns, evaluates, counsels, and disciplines staff;
- Reviews and evaluates work performed by the vendor and implements corrective measures if required;
- Participates in the administration of the annual budget; performs and supervises fiscal analysis and data reconciliation and recommends corrective actions;
- Assists in the development and implementation of VTA policies and procedures regarding paratransit service delivery;
- Maintains contractual records and documentation, such as receipt and control of contract correspondence, customer contact information, contractual changes, status reports, and other documents;
- Responds to paratransit service inquiries and complaints;
- Ensures compliance with the Americans with Disabilities Act;
- Administers contracts, ensures compliance with contracts, agreements, and amendments;
- Assists with negotiating agreements for contracted paratransit services; assists with contract close-out, extension, or renewal processes;
- May represent VTA at official hearings and other meetings;
- Assists with oversight and delivery of regional service contracts and serves as point of contact for customers on contractual matters;
- Monitors pending legislation and regulations applicable to paratransit services;
- Participates in educational outreach to special needs community groups, advocates, and social services organizations;

- Prepares reports, policies, procedures, correspondence, and other documents; reviews documents prepared by subordinate staff;
- Monitors key performance indicators including metrics, milestones, deliverables;
- Develops performance measures for contracted services; performs data analysis to track contractor performance;
- Recommends improvements in the delivery of paratransit services;
- Reports on the condition of transit property and paratransit vehicles;
- May represent VTA before public and private sector organizations and before local citizens in public meetings;
- Ensures compliance with VTA policies and procedures regarding equal opportunity and discrimination and harassment prevention;
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Employment Standards

Sufficient training, education and administrative experience to demonstrate possession of the required knowledge, skills, and abilities.

Development of the required knowledge, skills, and abilities is typically obtained through a combination of training and experience equivalent to graduation from an accredited college or university with a four-year degree in transportation or urban planning, business or public administration, or a related field, and four years of professional experience with a public transit organization in transit service planning, delivery of paratransit services, or a related field. A Masters Degree in transportation or urban planning, or a related field, may be substituted for one year of the required experience.

Experience in a lead or supervisory capacity is desirable.

SUPPLEMENTAL INFORMATION:

Knowledge of:

- Principles of supervision, training, scheduling, motivation, and discipline;
- Theories, principles, and practices of contract administration for public agencies;
- Laws, rules, and regulations pertaining to public transportation systems;
- Fiscal analysis and data reconciliation;
- Program development and evaluation, including analytics and statistics as applied to performance measurement;
- Principles and practices of public transportation system operations;
- Applicable laws, rules, and regulations governing delivery of paratransit services, including the Americans with Disabilities Act;
- Principles and practices of safety programs as related to paratransit programs;
- Principles of organization, administration, and program management.

Ability to:

- Supervise, train, counsel, and discipline subordinate personnel;
- Monitor competitive terms and customer satisfaction with VTA's terms and conditions and contracting practices; ensure regulatory compliance;
- Recommend and implement procedures for contract management and administration in compliance with company policy/contracts;
- Ensure vendor compliance with agreements, contracts, and amendments;
- Monitor and control program expenses;
- Interpret and implement applicable rules, regulations, and procedures;
- Analyze complex fiscal data and recommend corrective action where appropriate;
- Prepare correspondence, reports, and other documents;
- Effectively respond to customer complaints;
- Define problem areas and evaluate, recommend, and implement alternative solutions to complex issues and problems;
- Effectively represent VTA before public and private sector organizations and before local citizens in public meetings;
- Communicate clearly and effectively, both orally and in writing;
- Establish and maintain cooperative relationships with those contacted in the course of work.