

CLASS SPECIFICATION
Portland Streetcar Operations Supervisor

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under direction, plans, schedules, and assigns work of Tri-Met personnel engaged in the daily operation of Portland streetcar vehicles and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

With direction from the Portland Streetcar Operations Manager, this single incumbent class is responsible for supervising and scheduling the daily operations of the Portland streetcar system, including supervising the work of Tri-Met streetcar operators and superintendents.

Portland Streetcar Operations Supervisor is distinguished from Portland Streetcar Operations Manager by the latter position's focus on the overall operations management and budget responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Directs and supervises the work of the assigned Tri-Met superintendents and streetcar operators from right of way locations; provides on-site assistance to superintendents at stops while performing bus-bridging operations to ensure safe and efficient service; observes vehicle movements, rail stop cleanliness and all related activities on a daily basis and initiates corrective action as needed.
2. Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; assists Rail Operations staff in implementation of new or revised rules, procedures, training programs and other materials.
3. Facilitates vehicle movement by assisting operators and superintendents in vehicle inspection and route selection; operates streetcar in service as necessary; troubleshoots vehicle and equipment malfunctions and assists in correcting malfunctions in a timely manner.
4. Assists in the documentation of accidents and other service disruptions; assists in coordination of temporary service around disruption events; defines limits to service and determines whether bus bridging is necessary or normal service may be resumed.

5. Carries out the City's safety program for the unit; ensures staff follow safely practices in work methods and procedures; educates assigned personnel of rules, regulations, codes, safe work habits and potential hazards presented by their work environment completes accident reports and investigates risk claims.
6. Responds to evening or weekend operational problems or emergencies as required.

OTHER DUTIES

1. Acts as a customer service representative and fare inspector as needed; provides guidance and assistance to customers on streetcar service.
2. Provides back-up coverage for Portland Streetcar Maintenance Supervisor or Operations Manager as needed.

MINIMUM QUALIFICATIONS

Knowledge of:

1. City transit and rail operations, policies and procedures.
2. Policies and procedures applicable to the distribution and adjustment of rail and transit service.
3. Principles, methods and techniques of investigation of service disruptions.
4. Principles and techniques of customer service.
5. Principles and practices of effective supervision.
6. City human resources policies and labor contract provisions, including the Working and Wage Agreement.

Ability to:

1. Plan, organize and oversees a corrective and preventative streetcar maintenance program carried out by contract with Tri-Met.
2. Define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Understand, interpret, apply and explain relevant federal, state and City laws applicable to streetcar operations, maintenance and safety.

5. Read and interpret plans, specifications, blue prints, schematics and manuals.
6. Exercise sound expert, independent judgment within general policy guidelines.
7. Communicate effectively both orally and in writing.
8. Adapt established practices, procedures and principles of electronic and electrical circuitry to particular problems, conditions and service needs.
9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
10. Establish and maintain effective relationships with City and Tri-Met employees, managers, public safety personnel, contractors, vendors, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school; and at least three years of progressively responsible experience in the management of daily transit or rail operations; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

A CDL class B with Passenger endorsement within 6 months of hire

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 10/5/07

Revised:

June 2009 - Change Job Class number from 7572 to 30000839, due to system change.