



Job Description

JOB TITLE:	Operations Supervisor	STATUS:	Non Exempt
DEPARTMENT:	Transportation	SUPERVISOR:	Operations Supervisor
FTE:	1.0	SALARY GRADE:	24

Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration and an anti-oppressions approach to end homelessness, hunger, inequality and other barriers to social justice. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency

Job Summary: The Operations Supervisor is a first level supervisory position, responsible for supporting and providing daily monitoring of Solid Ground Transportation (SGT) Operators. The Operations Supervisor has direct supervision over the Operators, provides occasional on-call coverage, and works to ensure overall quality service delivery.

Essential Responsibilities, Duties and Tasks:

- 50% Supervise and support SGT Operators. Conduct daily field observations to assess Operator performance. Assist in the development and delivery of relevant training, including coaching Operators in using proper passenger assistance techniques. Mediate concerns that arise among Operator's, and initiate disciplinary actions and commendations as necessary and appropriate;
- 20% Conduct site evaluations to review the safety of the site to both passenger and Operator. Document discussions with Operators, and generate a report on all site evaluations;
- 10% Respond to collisions/incidents immediately, conduct initial accident investigation, and report to Director, Operations Manager and Safety Trainer. Assist Operators in preparation of collision/incident report;
- 5% Ensure routes are adequately covered at all times. Check schedule adherence, and assist Operators with directions and passenger concerns as needed;
- 5% Work with staff team to ensure customer service standards are met. Assist in initial investigation of customer complaints and service requests

- 5% Review, understand and implement Collective Bargaining Agreement, and work with Operations Manager to ensure SGT policies and procedures are in compliance;
- 5% Participate in special projects and committees as assigned. Participate in program, department and agency meetings and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education and Experience:

Requires one of the following:

- (a) One year of direct experience in the transportation field and 1 year of direct experience in supervision **OR**;
- (b) AA degree and one year of direct experience in supervision **OR**;
- (c) Any combination of education, experience and measurable performance, which demonstrates the capability to perform the duties of this position.

Minimum Qualifications:

- Must be 21 years of age;
- Excellent communication skills, both oral and written;
- Demonstrated ability for basic supervision;
- Excellent customer service skills;
- Ability to maintain confidentiality;
- Detail oriented, with strong organizational skills;
- Self-motivated with an ability to prioritize and problem-solve;
- Demonstrated ability to maintain effective relationships with staff, clients, co-workers and general public;
- Strong map-reading skills, and general geographic knowledge of King County;
- Ability and willingness to work on-call;
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages;
- Basic knowledge of computer software (Microsoft Word, Access, Excel, and Outlook);
- Valid Washington State driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to drive. Successfully pass the training provided by Seattle Personal Transit and obtain the Access Driver Certificate;
- Ability to pass pre-employment substance abuse test and abide with company Substance Abuse Policy, including random drug testing;
- Must successfully pass Department of Transportation Physical Qualifications for Drivers and maintain a current Medical Examiner's Certificate.

Physical Demands/Working Conditions: Employees spend 25% of their time working in the office, and 75% of their time in the field. Office time is 20% on the computers, 5% on the phones. Field time is spent on Operator observations, collision/incident investigations, road calls, and site evaluations. Position requires employee to lift/carry 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed.

Hours & Compensation: This is a **union** position paying \$21.44 per hour plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

Solid Ground is an equal opportunity employer committed to workplace diversity. We not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.