



Job Opening at Solid Ground

Job Title: Operations Supervisor

Supervisor: Operations Manager

Union Affiliation: IAM (dues will apply)

Department: Transportation

FTE: 1.0

Status: Non-Exempt

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential.

- 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 responsible for supporting and providing daily monitoring of Solid Ground Transportation (SGT) Operators. The Operations Supervisor provides occasional on-call coverage and works to ensure overall quality service delivery.

Essential Responsibilities, Duties and Tasks:

- 50% 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 Operators and 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 and assist with monthly Safety Meetings for SGT Operators. 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 the following:

- (a) Three years of experience in the transportation field that includes 1 year of direct experience in leading teams.
- (b) High School degree

Also Requires:

- Must be 21 years of age
- 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.
- Ability and willingness to work on-call in a 24-7-day operation

Minimum Qualifications:

- Excellent communication skills, both oral and written
- Demonstrated ability for basic supervision
- Excellent customer service skills
- Ability to maintain confidentiality
- Basic knowledge of computer software (Microsoft Word, Access, Excel, and Outlook)
- Strong map-reading skills, and general geographic knowledge of King County.
- 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.
- 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

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 full-time **union** position starting at \$26.95 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.

To Apply: Applicants must complete the Solid Ground application form specific to this position. To find an application online, go to <https://www.solid-ground.org/get-involved/careers/> then click on the Job Title for this position and complete the application. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th Street in Seattle's Wallingford neighborhood.

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

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