

## **DATS Operations Supervisor**

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### **DEFINITION**

The classification is responsible for the daily leadership and support for the DATS Operators on the road, including contracted services. This includes any DATS Operator or passenger issues, on-road incidents, site and facility checks, customer service delivery, and supervision of the DATS Operators.

This classification responds to on-road incidents, accidents and emergencies in order to provide assistance to the DATS Operators and passengers (working with Edmonton Transit Inspectors and/or Transit Peace Officers). Assesses road conditions and construction and advise DATS Operators on recommended re-routing. Provides support and service to clients in the assessment of equipment such as wheelchairs, ramps, etc., to ensure they are safe and meet DATS vehicle restrictions and accessibility requirements. Investigate complaints and safety concerns involving drivers and passengers.

The DATS Operations Supervisor responds to accidents and incidents as reported and assesses the situation. The DATS Operations Supervisor provides support to operators, patrons and other involved parties. The DATS Operations Supervisor reacts to all emergency situations in a manner that will minimize the risk to health and safety of personnel and the public. The DATS Operations Supervisor liaises with Control in providing DATS service as needed.

### **TYPICAL DUTIES** \*

Conduct site and facility checks to ensure locations are accessible and safe for the pick-up and drop-off of passengers.

Coordinate set up of parking locations for special event locations.

Provide one on one training for the DATS Operators in the use of specialized equipment such as wheelchairs, lifts, etc.

Liaise with the Contractor and monitor the day to day operations of the Contracted Operators and the Regional Partners.

Track DATS Operator documentation to ensure appropriate licensing and credentials are up to date at all times (including the Contractor).

Monitor on-board and on-route performance.

Lead continuous process improvement initiatives by identifying gaps, and planning and implementing best practice research.

Function as the subject matter experts regarding the Trapeze system modules related to their work, in collaboration with the technical experts, to ensure they are functioning at an optimum level.

Perform quality control activities to ensure a high level of performance and to ensure policies and procedures are being consistently applied.

Plan and manage the collection of statistical data related to the Operations Supervisor function.

Work in collaboration with the Resource Coordinator to develop and implement a comprehensive training program for DATS Operators.

Perform on-going coaching and support, and conduct regular performance reviews for staff, in consultation with the Manager.

Facilitate issue and conflict resolution processes and escalate to the Manager when necessary.

**DATS Operations Supervisor**

- Conduct attendance management activities with DATS Operators.
- Implement workplace accommodations for DATS Operators.
- Ensure receipt of medical documentation as appropriate and monitor.
- Approve staff over-time, vacation, and other absences, under the general direction of the Manager.
- In collaboration with the Resource Management Coordinator, provide support and assistance with DATS Operator recruitment processes.
- Collaborate with Managers, Team Leads and other staff in the development and implementation of planning, policies and procedures.
- Participate on cross-functional teams.
- Represent DATS and/or the Operation Supervisors by participating on internal and external committees.
- Support and participate in DATS events.
- Provide support and back-up to the Manager and Teams within the Operational Services area.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of systems and databases, within a transit or transportation environment
- Ability to solve problems and make quick independent decisions for immediate issues
- Demonstrated ability to manage a high volume of deadline based work
- Ability to work well under pressure
- Strong communication and interpersonal skills
- Client focused approach
- Ability to work independently
- Demonstrated ability to lead and supervise a team within a unionized environment
- Proficiency with computer software (Windows, Office, Google), databases and systems
- An awareness of seniors and persons with disabilities

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

Completion of Grade 12. Coursework in supervisory or leadership training. A minimum of five (5) years relevant experience in a transit or transportation industry; two (2) years of which must demonstrate relevant supervisory experience. Possession of a valid Alberta Class 4 Driver's license. Must be eligible to hold a City of Edmonton Driver's Permit.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7050		7051	
Grade	036		017	

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