**ASSISTANT TRANSIT OPERATIONS SUPERVISOR**

**SALARY**
$54,776.40 Annually

**OPENING DATE:** 10/20/2022

**CLOSING DATE:** 11/02/2022

**THE POSITION**
Supervisor of front line transit operations staff.

**FLSA STATUS:** Exempt

**Requirements**

**Education and Work Experience:** Equivalent to a high school diploma and four (4) years of full-time transit operations; or a Bachelor's Degree in Business or Public Administration, with one year supervisory experience.

**Licensing and Certifications:** Must possess and maintain a valid Class C Driver's License at the time of appointment.

**Background Investigation:** Employment with the Regional Transportation Commission in this position is contingent upon successful completion of a comprehensive education/experience background investigation and a criminal history record check. The background check will also consist of a personal credit history and driving history record check.

**Required Forms:** 
1. RTC Application On-Line Profile: Follow all the instructions on the application to include any education and experience that would qualify you for this position.

**Only the most qualified candidates will be invited to participate in the examination process.** Candidates should ensure that they highlight any of the following professional experience they possess on their resumes:

- Establish & evaluate the effectiveness of work processes, procedures & internal controls
- Experience with supervising, assisting and directing a team that works with transit customers
- Ability to coordinate and schedule activities to ensure efficient and effective service

**PHYSICAL DEMANDS**
Physical ability to perform duties in a typical office environment; stamina to stand and walk for extended periods of time; strength to lift and maneuver materials and equipment weighing up to 25 pounds with proper equipment; vision to read printed materials; and hearing and speech to communicate in person or over the telephone. Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodations.

**EXAMPLE OF DUTIES**
Supervises, directs, assists, plans, organizes, assigns and coordinates work of assigned transit operations staff, including ambassador, quality assurance, and sales staff. Oversees the planning of transit monitor trips and that related documentation is completed as required; audits accuracy of information and forwards to appropriate parties. Analyzes and compiles data from lists and logs; configures data and writes activity reports; briefs subordinate lead workers on issues, programs and activities. Coordinates financial reporting by receiving and inputting revenue sales to produce reports, tracking payroll and timekeeping, and overseeing inventory and audit cash revenue. Coordinates and schedules activities to ensure efficient and effective service; reviews and ensures that purchases are made in accordance with applicable laws, codes, policies and procedures. Ensures efficient, effective and timely service in sales of transit passes to the public. Plans and schedules trips and projects for Transit Quality Assurance staff according to trends and service planning staff requests. Ensures that required trips and related documentation are completed as scheduled; audits accuracy of information and relays results to appropriate party. Monitors and maintains trip database and coordinates fix actions in database. Assists with the coordination of staff to process liquidated damages and assist in determinations of assessments and process forms. Implements the new software products, forms and methods to make work processes more efficient and effective. Assists in the improvement of transit services; develops procedures and processes. Analyzes, investigates, and responds to issues and concerns; handles more complex and sensitive customer complaints. Trains, assigns and evaluates the performance of assigned staff; develop, coordinate and conduct in-service training to RTC staff on policies and procedures related to operations. Represents the RTC at meetings and events. Operates a variety of office equipment, to include computers and associated software. Manages multiple projects/deliverables with short targeted completion dates. All other duties as assigned.

**Physical Demands**
May work shifts on days, evenings, weekends, and holidays.

**Salary Range:**
$44,247.20 - $63,298.40

**Applications may be obtained and filed online at:**
http://www.governmentjobs.com/careers/rtc

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**RTC OF SOUTHERN NEVADA**
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http://www.rtcsnv.com

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