

Community Connection of Northeast Oregon, Inc.
Position Description
TRANSIT LEAD
Salary Range 19 (\$3,446 - \$5,013 per month)

Position Classification
Salary -----X
Hourly
Overtime Exempt -----X
Overtime Non-Exempt
Safety Sensitive ----- X

General Statement of Duties

Under the general supervision of the County Operations Manager, the Transit Department Lead provides operational leadership for the daily operation of public transit services. This position oversees transit operations including, but not limited to, dispatch, driver scheduling, trip planning, billing, reporting, vehicle readiness, operational response, and service continuity. The Transit Department Lead provides day-to-day operational supervision of transit drivers and supports transportation reporting and technical functions necessary to ensure safe, efficient, and compliant transit operations.

Supervision Received

Works under the general supervision of the County Manager.

Supervision Exercised

Provides operational supervision of transit drivers and volunteers by assigning work, coordinating schedules and route coverage, responding to operational issues, coaching employees, and ensuring safe, efficient, and compliant transit operations.

TYPICAL EXAMPLES OF WORK (Any one position will not usually involve all the duties listed, and many positions involve duties which are not listed).

Transit Operations

1. Coordinates the daily operation of public transit services including dispatch, trip scheduling, driver scheduling, route coverage, and service adjustments to ensure safe, efficient, and reliable transportation services.
2. Processes passenger trip requests utilizing agency scheduling and reservation software. Maintains effective communication with passengers, drivers, partner agencies, contractors, and the public using telephones, two-way radios, mobile devices, scheduling software, and other communication systems.
3. Arranges vehicles, staffing, and operational logistics for fixed route, demand response, contract transportation, charter services, intercity services, stretcher transports, and other assigned transportation services.
4. Exercises delegated authority to make day-to-day operational decisions necessary to maintain service continuity, including adjusting driver assignments, coordinating staffing coverage, responding to service disruptions, and implementing operational changes as necessary.
5. Reviews employee leave requests to determine operational scheduling impacts, identifies potential staffing conflicts, and communicates recommendations to the Transit Manager. Coordinates staffing adjustments necessary to maintain uninterrupted transit services.

Driver Supervision and Operational Leadership

6. Provides operational supervision, coaching, mentoring, and day-to-day guidance to transit drivers and volunteers. Reinforces agency policies, safety expectations, customer service standards, and operating procedures.
7. Monitors employee performance during daily operations, addresses routine operational and policy concerns, documents performance issues as appropriate, and communicates recommendations to management. Formal corrective action remains the responsibility of the County Operations Manager unless delegated while serving in an acting capacity.
8. Assists with onboarding and training of new transit employees and reinforces required operational procedures, safety practices, and customer service expectations.

Fleet Operations and Safety

9. Responds to accidents, incidents, emergencies, customer concerns, and service disruptions involving transit operations. Ensures required notifications, documentation, and follow-up activities are completed in accordance with agency policy and applicable regulations.
10. Ensures required pre-trip, post-trip, preventative maintenance, safety inspections, and operational documentation are completed accurately and timely. Monitors vehicle readiness, cleanliness, fueling, and maintenance needs and coordinates repair requests with appropriate personnel.
11. Assists in maintaining a safe operating environment for employees, passengers, and the general public by promoting compliance with applicable safety regulations and agency policies.
12. Maintains required training related to the Federal Transit Administration Drug and Alcohol Program, including Substance Abuse Awareness and Reasonable Suspicion.

Billing, Reporting, and Administrative Support

13. Processes billing and sales functions for agency transportation contracts including, but not limited to, non-emergency medical transportation, Title XIX, Purchased Services, private fee-for-service agreements, and other transportation-related contracts. Prepares supporting documentation, reconciliations, and related operational records accurately and timely.
14. Completes accident, incident, complaint, maintenance, operational, accounting, and other required reports. Submits completed reports to the County Manager and/or Transit Manager for review, approval, and follow-up as appropriate.
15. Performs data collection, archive maintenance, report validation, and diagnostic reviews within transportation software systems to ensure data integrity, reporting accuracy, and regulatory compliance.
16. Maintains transportation records, operational files, and documentation necessary to support agency reporting requirements, audits, contract compliance, and regulatory requirements.
17. Performs other duties as assigned.

REQUIRED EDUCATION AND TRAINING (including Accreditation and/or Licensing)

- ~ A college education in a field related to planning or administration is desirable; however, a combination of high school diploma or GED plus three years of public transit operations or related experience that demonstrates the ability to perform the work may be substituted.
- ~ Transportation experience or any other related work experience is desirable.
- ~ Must complete FTA training including Substance Abuse Awareness and Reasonable Suspicion.
- ~ Education and/or experience in a supervisory role is desired.
- ~ Experience working with the public, especially with the senior community, is highly desired.
- ~ Other trainings as needed.
- ~ Valid Oregon Driver's License is required.
- ~ Must successfully pass pre-employment drug screen and criminal history background check.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

the body of information you have that can be applied in helping you to do the job

- ~ Knowledge of state and federal transportation program rules and regulations.
- ~ General knowledge of standard office procedures.

Skills:

the quantifiable and measured handling of things, data or people, either verbally, manually, or mentally to accomplish an objective

- ~ General computer skills including, but not limited to, Microsoft Word and Excel, typing, and data entry.
- ~ Critical thinking skills and analytical skills required. Must be self-directed, have good time management and organizational skills.
- ~ Exceptional people skills are crucial, including the ability to solve people problems.

Abilities:

the capacity to perform or to express a given skill

- ~ Demonstrate the ability to apply the required knowledge and skill listed to a positive work outcome.
- ~ Must possess strong writing and communication skills.
- ~ Proficient typing and data entry speeds (approx..40 wpm).
- ~ Proficient in the use of office machines such as fax machines, copiers, multi-line phone systems and calculators.
- ~ Demonstrate the ability to lead/supervise staff in person and on the phone.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- ~ Position predominantly requires sitting but will also include the following: standing, walking, bending, lifting, twisting, carrying, kneeling, pushing, and pulling.
- ~ Ability to lift up to 50 lbs. to move file boxes or office equipment, as needed.
- ~ Noise environment is that of a busy office environment.
- ~ Traveling to appointments and/or meetings may result in longer periods of sitting while driving or riding in a vehicle.

Community Connection is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

If you need assistance or an accommodation due to a disability, you may contact us at jobs@ccno.org or you may call us at 1-541-963-3186.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that I have received a copy of this job description applicable to the fiscal year effective as of the revision date below.

I have reviewed and understand the job duties and responsibilities assigned to me in this position.

Employee Signature: _____

Date: _____