



*The City Beautiful*

## **City of Coral Gables Job Description**

**Job Title:** Trolley Operations Supervisor  
**Department:** Public Works  
**Classification:**  
**Pay grade:**

**Prepared Date:**  
**Approved By:**  
**Approved By:**

### **Summary**

This is supervisory work encompassing all aspects of trolley operations. The work involves providing leadership for the maintenance and operations staff as well as monitoring service to ensure efficiency and customer satisfaction. Work is performed under the direction of the trolley manager as prescribed by the Public Works Director. Work is conducted according to standard methods, practice and procedures.

### **Essential Duties and Responsibilities**

Supervises the day to day functions of the trolley program.

Monitors the fleet size, schedule and staff for adherence to efficiency standards and protocol.

Fields monitoring of service (frequency and drivers' disposition) in an effort to maintain system integrity.

Liaisons with drivers, their supervisors and the technicians to maintain adequate flow of information between the divisions.

Collects information from each division and coordinates it to maintain a smooth system flow.

Creates and issues bulletins and advisories in an effort to increase awareness on operational issues.

Monitors contractors for compliance with contract.

Monitors and controls service and labor hours.

Fields customer inquiries.

Promotes and maintains a healthy work environment.

Compiles statistical charts and graphs derived from data collected.

Liaisons with City Administration and Trolley Manager.

Monitors ridership versus service times and available vehicles.

Monitors technical staff for precise, timely repairs, preventive maintenance and accurate recording of these repairs, parts and labor.

Maintains data on available vehicles.

Sets service schedules as required for efficiencies.

Performs other related tasks as required.

### **Knowledge, Skills, and Abilities**

Knowledge of scheduling and dispatching in a fast paced environment. Working knowledge of vehicle maintenance and shop supervision. Knowledge of quality control. Knowledge of purchasing and inventory control. Knowledge of Federal and State DOT rules regarding passenger transportation. Ability to collect data, maintain records and generate reports. Ability to be self motivated and work without direct supervision. Ability to detect, identify and solve problems in maintenance and operations of a transportation entity. Skills in supervisory practices. Good oral and written communications skills. Skills in Microsoft Word, Outlook and Excel.

### **Physical Requirements**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use hands to fingers, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copies and fax machines.

Work is predominately outdoors and involves inspection of various land use developments, construction sites. Must be able to lift, carry and or push articles weighing up to 25 lbs. Must be able to wear hard hat/helmet, safety glasses, safety shoes and gloves. Exposure to extreme temperatures, electrical hazards, noise, heights and dust are common. Must have the physical ability to enter into and inspect hazardous locations, climb stairs, reach above and below shoulders, walk and bend.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Minimum Education and Experience**

High school diploma or equivalent. Two years experience as a dispatcher, driver or maintenance foreman in a fleet vehicle environment.

A comparable amount of training and/or experience may be substituted for the minimum qualifications.

Ability to supervise the work of others in a manner conducive to full performance and high morale.

Valid Florida Driver's License