

INTERNAL JOB ANNOUNCEMENT

Service Quality Supervisor I 574

DUTIES: Performs bus field supervisory duties. Supervises and monitors Operators in revenue service to assure that service operates as advertised. Monitors revenue service for proper operation and schedule adherence. Monitors rule compliance, with emphasis on Safe Operations. Observes and reports on real and anticipated service trouble areas in immediate work area. Responds to both internal and external customer needs by responding to each in person as well as by telephone. Prepares and submits daily, and as needed reports. Troubleshoots buses to aid in service recovery. Performs customer service functions. Assist Grade 6 field supervisors during accident investigation and/or incidents. Practices safety precautions and measures at all times. Performs duties of a similar nature as may be required.

MINIMUM REQUIREMENTS: Applicant must have a high school diploma or its equivalent. Applicants must have two (2) years of experience as a RTA Bus, Paratransit, or Community Circulator Operator, and must have a valid Commercial Driver's License (CDL) Class "B" with passenger and air brakes endorsements. Applicants must have superb customer service skills and have the ability to supervise bus operators in service. In addition, applicants must have knowledge of the Authority policies and procedures related to service operations. Applicants must have basic computer skills. Successful applicants will be required to satisfactorily complete the prescribed training program before receiving an appointment.

Examination Information: Eligible candidates will be notified of the exact time and place of the examination. The examination process will consist of three parts to include a written examination, performance assessment and/or interview, and record evaluation for internal candidates. The record evaluation will be weighted as 15% of the overall examination score for candidates who have passed the written and performance assessment/interview. Record evaluation information will be obtained from the candidate's supervisor. Candidates must meet all record evaluation criteria in order to gain the full 15% weighting. Candidates must pass the written examination to be eligible to proceed to additional parts of the examination process required to establish the eligibility for the position. Candidates will become eligible based on the composite scores from each part of the examination process. In accordance with the Merit Systems Rules, internal candidates who become eligible will be given preference over external candidates. Record evaluation criteria may include, but not limited to, an employee's attendance and discipline record for one rolling year back at the time of review. Records evaluation information includes a review of the following:

- 5 or more absence occurrences
- 2 or more AWOL or absence control suspensions
- 3 or more active written reminders (regardless of the level)
- 5 or more misses (regardless of whether they are active or not active)
- 4 or more active tardies
- Drug or alcohol suspension
- Commercial Drivers License (CDL) suspension
- Active Decision Making Leave (DML)

Additional Information: The performance of these duties may be required at any time of the day or night, any day and night of the week. The position is a bargaining unit position.

Internal Wage Rate: \$15.80 - \$26.34 hourly

CLICK HERE FOR: [How to Apply](#)

External Applicants: How to Apply: Employment applications and/or resumes may be emailed as a MS Word or PDF attachment to jobs@gcrta.org. Applications and/or resumes may also be faxed to (216) 781-4483, and mailed to Human Resources, 1240 W. 6th St., Cleveland, OH 44113. **Employment Applications will be accepted until Wednesday, July 27, 2011. Employment Applications mailed after or postmarked after the job announcement closing date will not be accepted.**

Internal Applicants: How to Apply: An internal employment application may be completed and submitted on the RTA Intranet, select the Forms tab and then select the Human Resources tab. Internal employment applications can also be emailed to jobs@gcrta.org, faxed to (216) 781-4483, or interoffice mailed to Human Resources, 1240 W. 6th St., Cleveland, OH 44113.

AN EQUAL OPPORTUNITY / ADA EMPLOYER / A DRUG FREE WORKPLACE

Job Class: 0574

Date: July 18, 2011

Job Announcement No.: 2011-82

Web Site Address: www.rideRTA.com

email: jobs@gcrta.org