

JOB ANNOUNCEMENT

Service Quality Supervisor III Grade 636

DUTIES: Responsibilities include supervision of Bus, Rail and Paratransit operations to ensure safe, on-time and courteous transportation services. Supervises SQ Supervisor I and SQ Supervisor-Rail. Oversees the routine movement of all revenue service. Provides on-site leadership by responding to accident/incident scenes and other emergency sites for investigational reporting purposes. Ensures accurate departure time of all revenue service vehicles. Completes appropriate reports and logs. Monitors, reports and corrects inappropriate field operational behavior throughout the RTA service area. Monitors GCRTA properties for problems relating to either physical conditions or workers behavior. Assists the general public with any questions concerning GCRTA operations (customer service). Receives street closing information and informs supervisor and all appropriate individuals and departments. Interprets and ensures compliance with standard GCRTA operating rules and procedures, including safety and emergency procedures. Investigates and troubleshoots minor bus and rail mechanical problems that occur in the field. Uses sound judgment in order to maintain daily GCRTA operations. Practices safety precautions and measures at all times. Performs other duties of a similar nature as required.

MINIMUM REQUIREMENTS: Applicants must have a high school diploma or its equivalent. Applicants must have two (2) years of verifiable experience as a rail or bus operator, or other type of transportation operator, preferably in the Cleveland area, and a minimum three (3) years of verifiable experience supervising rail or bus operators or other operators within related transportation organizations with duties including dispatching transportation, performing scheduling adherence monitoring, basic transportation rerouting, yard control duties, other related general dispatching duties, general field supervisory duties and transportation assistance in emergency situations or (3) years of verifiable supervisory experience in a service environment, with responsibilities covering customer service, rule compliance, and/or safety compliance. Applicants must have excellent written and oral communication skills and must be able to demonstrate these skills. Successful candidates will be required to satisfactorily complete the prescribed Bus and/or Rail Operator Certification upon appointment and obtain a Commercial Driver's License (CDL) Class "B" with passenger and airbrakes endorsements.

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: \$17.23 - \$28.72 hourly

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External Applicants: How to Apply: Employment applications and/or resumes may be emailed as a MS Word or PDF attachment to jobs@gcrt.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@gcrt.org, faxed to (216) 781-4483, or interoffice mailed to Human Resources, 1240 W. 6th St., Cleveland, OH 44113.

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Job Class: 0636
Date: July 18, 2011
Job Announcement No.: 2011-83

Web Site Address: www.rideRTA.com
email: jobs@gcrt.org