

Transit Supervisor

\$48,903 / year + [Full-Time County Benefits](#).

The Williamsburg Area Transit Authority seeks an individual to perform experienced work ensuring the efficient operation of WATA's daily transportation services and supervision of assigned staff; manages equipment in the performance of operational services.

Responsibilities:

- Provides effective supervision of assigned staff including selection, performance management, employee relations, training, prioritizing, and assigning work and related activities.
- Ensures all services to customers are provided safely, professionally and on-time; responds to and resolves inquiries from customers and citizens.
- Responds to and resolves equipment and personnel issues including on-street challenges and off-bus situations as needed by providing appropriate supervision and oversight; ensures compliance with operational standards and completion of all appropriate operational performance documentation including accidents, bus driver behavior, and issues with equipment, safety, and security.
- Monitors and manages operation of bus fleet; directs and coordinates bus maintenance and schedules, transfers, fare management, two-way communications; reports hazardous conditions and emergencies; conducts routine checks of bus driver performance including schedule and route adherence, proper vehicle signage, defensive driving, safety and security, operator rules, uniform based on operational standards; and conducts accident investigations.
- Assumes management of special projects as directed.

Requirements:

- Any combination of education and experience equivalent to a high school diploma, some college preferred; some experience in transportation including experience as a supervisor or lead worker.
- Must possess or obtain within 90 days of hire a valid Virginia Class B Commercial driver's license with passenger endorsement and have an acceptable driving record based on James City County's criteria.
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff; computer assisted dispatch and vehicle location systems preferred.
- Skill in use of computer software, especially Microsoft Office Suite; and oral and written communication.
- Ability to operate assigned equipment in a safe manner and to adhere to time schedules; deal with the public in a courteous and tactful manner; follow oral and written instructions; establish and maintain effective working relationships with others.

[Click here](#) for full job description. Accepting applications until position is filled. Cover letters and resumes may also be attached, but a **fully completed application** is required for your application to be considered.

Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>