



METRO Regional Transit Authority Dispatch/Road Supervisor

SALARY	\$69,201.00 - \$81,095.00 Annually	LOCATION	416 Kenmore Blvd, Akron
JOB TYPE	Full-Time	JOB NUMBER	202500029
DIVISION	Operations	DEPARTMENT	Dispatcher
OPENING DATE	08/25/2025	CLOSING DATE	8/25/2025 11:59 PM Eastern

Description

Position Summary: This position is responsible for monitoring of the entire transit operation. Facilitate a cooperative work environment and encourage teamwork among all METRO employees. Investigate all passenger complaints, assist and supervise all operators, assist with accident investigations, spot check operators, supervise all line-ups, maintain effective customer relations, assist with dispatching, prepare supervisor reports, and maintain effective labor relations between the Authority and the Union in accordance with the bargaining agreement. This position will eventually have dispatch, road supervisor, payroll, extra board and other duties as assigned. Work schedule and days off are TBD and based on organizational need.

Reporting Relationships:

Position Reports to: Operations Manager

Number of Reports: 282

Examples of Duties

Essential Job Functions:

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this position description. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this position description.

Job Responsibilities:

- Assist and supervise all operators throughout the transit system.
- Spot-check operators at various time points or on-time service, appearance, uniforms and safety of operations.
- Assist with dispatching when necessary, answer telephones, take road calls and forward to the Maintenance Department.
- Prepare daily supervisor report.

- Ensure that all operating personnel adhere to the rules and regulations of the authority in accordance with the bargaining agreement.
- Responsible to follow the proper procedures in drug testing.
- Accountable for facilitating teamwork among METRO employees.
- Investigate all passenger and operator complaints regarding bus service.
- Supervise all line-ups and coordinated operations with the booth and dispatchers, i.e. detours and delays.
- Fill vacancies on the extra board when necessary.
- May help train new operators.
- Furnish bus patrons, via telephone or in person, requested bus information, i.e. departures, arrivals, stops, destinations, proper route and fare information.
- Monitor and/or open/close all transit facilities and properties.
- Regular attendance is an essential function of this job.
- Performs other related duties as assigned.

Typical Qualifications

Experience and/or Educational Requirements:

- Position requires high school diploma or equivalent; three to five years of previous transit experience is preferred.
- Position requires a valid Class B CDL.
- Salary for Operations Supervisor is based on 104% of the collective bargaining unit top rate.

Physical Requirements & Working Conditions: Job requires incumbent to stand, walk, sit, talk or listen, stoop, kneel, crouch or crawl, reach with hands and arms, lift 50-100 pounds up to 2/3 of the time. View things at 20 feet or more. Work will initially be performed outdoors and is subject to prevailing weather conditions, in traffic. Work requires frequent contact with general public and activity schedules can be irregular. May involve operating a route in a bus plus mandatory overtime may be required. Must be willing to work weekends, late nights, holidays and other shifts as assigned.

Required Skill Sets:

Occupational/Technical Skills/Communications Skills:

- Ability to use spreadsheet, word processing and selected job-specific software, communicate clearly and effectively, both orally and in writing.
- Knowledge of METRO, local, state, and federal policies and regulations
- Prepare clear and concise reports, correspondence and other written materials and METRO's labor agreements
- Effective communication with individuals and small groups, and to respond to questions

Administrative Skills:

- Deliver formal presentations, organize work, set priorities and meet critical deadlines with minimum of direction
- Prepare analyses, policies and/or budgets
- Define problems, collect data, establish facts and draw valid conclusions so as to resolve problems
- Develop complex reports and position papers
- Knowledge of administrative principles and practices including goal setting and goal implementation

Interpersonal Skills:

- Knowledge of techniques of effective time management
- Ability to use tact and discretion, keep clear and accurate records and reports, maintain issue confidentiality, design reports and records, or design current reports and records as conditions warrant and establish and maintain effective working relationships with various departments, individuals or other internal groups

Cognitive Skills:

- Ability to deal courteously and diplomatically with the general public, perform basic arithmetic, including addition, subtraction, multiplication and division, read and interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals
- Interpersonal skills necessary to provide effective leadership to subordinate personnel and to develop cooperative working relationships with employees, senior management, elected officials and vendors
- Deal with a variety of concrete variables in situations where only limited standardization exists

Leadership Skills:

- Ability to instruct, train, motivate and direct staff

- Strong business acumen and ability to use Microsoft Office products efficiently.
- Provide professional development for staff
- Knowledge of modern office methods, procedures, equipment and standard clerical techniques
- Demonstrate conflict management skills
- Knowledge of recordkeeping, report preparation, filing methods, and records management techniques and demonstrate negotiating skills.
- Analytical skills necessary to develop and implement mission, goals and procedures
- Knowledge of administration and supervision of staff and activities

Supplemental Information

Core Values:

Teamwork:

- Demonstrating teamwork in and across departments
- Treating everyone with respect
- Recognize that the team is greater; much more than the collection of individual efforts

Safety:

- Ensuring the safety of everyone
- Believing that every accident can be prevented
- Having a constant eye to safety in all aspects

People Centric:

- Celebrating diversity/individual differences
- Treating everyone fairly
- Valuing everyone: co-workers, customers, each other, stakeholders

Service Excellence:

- Providing the best customer service to everyone, both externally and internally
- Routinely exceeding expectations
- Serving our customers and each other

Integrity:

- Always demonstrating honesty, trust, character and fairness without compromising the truth
- Showing high regard for civility, equity/fairness and human dignity
- Having the courage to do the right thing

Action Ready:

- Sharing one goal, one mission
- Keeping commitments
- Giving more than is expected, willingly, without hesitation and without direction

When applying, please provide any previous employer's contact information for up to the past 12 years.

Employer

METRO Regional Transit Authority

Address

416 Kenmore Blvd.

Akron, Ohio, 44301

Phone

3307620341

Website

<https://www.yourmetrobus.org>