



Updated: February 2026

Position: OPERATIONS SUPERVISOR – MAINTENANCE, SAFETY & TRAINING

Reports to: CHIEF OPERATING OFFICER

GENERAL STATEMENT OF DUTIES

This position supports the planning and supervision of transportation and paratransit operations, ensuring that all services comply with local, state, and federal regulations. The Operations Supervisor is responsible for implementing and managing a comprehensive fleet maintenance program, along with safety and training initiatives for Onslow United Transit System (OUTS). These responsibilities are carried out in accordance with policies and procedures aimed at promoting vehicle safety in alignment with North Carolina law, the North Carolina Department of Transportation, the North Carolina Department of Labor, and the National Highway Traffic Safety Administration.

The applicant must have considerable knowledge of the Jacksonville/Onslow County area. Good oral and written communication skills are required. The employee may be called upon in the event of a natural or man-made disaster to assist in providing transportation services to the citizens of Onslow County; such service shall take precedence over regular duties as directed by the Executive Director and/or Chief Operating Officer (COO). The employee must possess a valid North Carolina Driver's License and be familiar with Onslow County. OUTS will perform a driver's license check and criminal background check. This position is subject to pre-employment, random, post-accident, and reasonable suspicion drug and alcohol testing, and must comply with training requirements in accordance with Federal Transit Administration (FTA) guidelines and OUTS policy. This position is exempt from overtime as required by the Fair Labor Standards Act (FLSA), as amended.

Onslow United Transit System, Inc. is an Equal Opportunity Employer.

QUALIFICATIONS

Preferred qualification: Graduation from a four-year college or university with a concentration in business administration, public administration, or related field from an accredited college or university. Prior experience in public safety, transportation, paratransit, or fleet operations/maintenance is strongly preferred. Five (5) or more years of progressive experience in a supervisor/managerial capacity.

Minimum qualification: Associate degree or higher in transportation, business administration, public administration or related field from an accredited college or university. Three (3) years of progressive experience in managerial capacity and three (3) years of experience in paratransit operations.

Must possess and maintain a valid Class C Driver's license. Must have clean driving record and no more than one preventable accident in the last 12 months and no more than two.

KNOWLEDGE, SKILLS & ABILITIES

1. Knowledge of Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973.
2. Knowledge of Department of Transportation (DOT) and Federal Transit Administration (FTA) policies, procedures, and practices.
3. Knowledge of OSHA standards for workplace safety.



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4. Knowledge of principles, procedures, and policies of transit operations and quality management.
5. Knowledge of safe driving techniques.
6. Knowledge of budget preparation principles.
7. Knowledge of supervision and evaluation techniques.
8. Knowledge of training principles and adult learner concepts.
9. Ability to work independently with little to no oversight.
10. Ability to develop interpersonal relations.
11. Must be able to handle sensitive information and situations with confidentiality, professionalism, and decorum.
12. Must possess strong leadership skills.
13. Ability to evaluate the performance of subordinates.
14. Ability to prepare and deliver clear and concise oral presentations and written reports.
15. Ability to analyze variances and take corrective actions when necessary.
16. Ability to prioritize, organize, and manage tasks and time effectively; flexibility is required.
17. Ability to establish and maintain effective working relationships with all levels of staff, the public, community leaders, and city & county representatives.
18. General knowledge of vehicle maintenance cycles, preventive maintenance schedules, and coordination with maintenance providers.
19. Ability to train, direct, and support transportation staff, particularly drivers and dispatchers, with an emphasis on safety, customer service, and compliance.
20. Ability to exercise considerable tact, courtesy, and discretion when interacting with the elderly, disabled, and all members of the public.
21. Ability to work evenings and weekends.

DUTIES AND RESPONSIBILITIES

1. Encourage employees to proactively support and report safety concerns.
2. Advocate and promote a strong safety culture within OUTS with regard to transportation services, facility operations and maintenance, worksite procedures, employees, and clients.
3. Coordinate and document recurring refresher training, safety meetings, and toolbox talks to ensure staff remain compliant with all regulatory and OUTS requirements.
4. Maintain accurate and up-to-date training records, certifications, and attendance logs for all operations staff and drivers.
5. Monitor daily operations for adherence to safety standards, including proper use of safety equipment, securement of mobility devices, and compliance with traffic laws and operating procedures.
6. Assist in investigating accidents, incidents, and customer complaints; compile reports, identify root causes, and recommend corrective actions.
7. Responsible for reporting all Workman's Compensation cases to insurance representative including but not limited to written documentation of all incidents.
8. Responsible for cause-and-effect documentation of each incident and/or accident outlining corrective actions to ensure the same or similar incident or accident does not occur again.
9. Responsible for corrective and follow-up training for each employee involved in any policy infraction, at fault incident, and accident.
10. Help ensure compliance with all applicable local, state, and federal regulations, including FTA, NCDOT-IMD, and OUTS policies related to safety and service delivery.
11. Participate in safety audits, inspections, and risk assessments as assigned by the COO or Executive Director.



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12. Conduct safety blitzes and outreach to maintain a safe work culture.
13. Analyze safety trends and create plans of action.
14. Directly support continuous implementation and compliance of the North Carolina Department of Transportation (NCDOT) for the System Safety Program Plan (SSPP).
15. Responsible for scheduling vehicles for routine preventive maintenance, inspections, and repairs in coordination with contracted maintenance garages and vendors.
16. Conduct visual inspections of vehicles, ensuring they meet safety and cleanliness standards before being placed into service.
17. Maintain accurate records of vehicle mileage, fuel usage, maintenance history, and out-of-service time.
18. Provide input to the COO on performance evaluations for drivers and dispatchers, particularly as it relates to safety, training participation, and compliance with procedures.
19. Help maintain a positive working relationship with staff, management, and the Board of Directors through professional and consistent communication.
20. Represent OUTS at local meetings, outreach events, or interest group gatherings as assigned, helping to promote the transit system and communicate safety and service information.
21. Assist in preparing routine reports related to operations, safety, training, and vehicle activity (e.g., vehicle miles, ridership, and other performance indicators).
22. Help maintain and utilize management information systems to track key operational and safety metrics.
23. Perform any other duties necessary to support safe, reliable, and customer-focused transit service, including assisting other staff as needed.
24. May be assigned to carry out certain responsibilities of the COO in his/her absence as directed by the Executive Director.
25. Perform other activities as directed by the COO or Executive Director.

SPECIAL CONDITIONS

1. Hours and days of work shall be flexible; however, normal hours and days shall be Monday through Friday from 8:00 a.m. to 5:00 p.m. with weekends as needed for the operations of Onslow United Transit System, Inc.
2. Must be physically able to operate a variety of machinery and equipment including vans, automobiles, and handicap equipment. Must be able to exert up to 50 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are those for light work, however, instances occur in transporting handicapped persons that require physical demand rated to Medium Work.
3. Dress Code: Professional casual.