



Transit Operator



Overview

The future of every department is significantly impacted by the quality of its managers and their ability to lead and manage personnel. National Testing Network (NTN) is distinguished by our award-winning testing capabilities and our focus on developing innovative assessments that simulate on-the-job challenges and measure the knowledge, skills, abilities, and characteristics that are crucial for success in supervisory positions. NTN offers several solutions for promotional written exams: off-the-shelf video testing with the Transit Promote Supervisory Exams, and the ability to work with your department to create custom written exams.

Transit Operator Supervisory Exams

NTN offers affordable, easy-to-administer, off-the-shelf promotional exams that measure general supervisory dimensions, providing departments with a clear idea of their candidates' knowledge, skills, and abilities as they relate to critical on-the-job performance dimensions. NTN's Transit Supervisory Exams are validated tests designed to specifically measure the ability to be an effective supervisor and manager, and the exams are used by departments across the United States. The Transit Supervisory Exams are available for the positions of Supervisor and Base Chief. The exams are delivered in two parts: a video-based component and a written multiple-choice situational judgment component. The total test time is approximately 3 hours.

Dimensional Coverage

Promotional candidates vary in their ability to meet the challenges of the next rank. Tenure and knowledge of standard operating procedures (SOPs) are important, but the missing element in many transit promotional competitions is a focus on the critical general dimensions that separate effective from ineffective supervisors and managers. The supervisory exam promotional score reports include numerical ranking by total score and dimensional scores showing candidate strengths and weaknesses in areas such as (full dimensional report available upon request):

Base Chief

- Evaluating Operator Performance
- Managing Conflict
- Managing Staff Performance
- Training/Career Development

Supervisor Exam

- Evaluating Operator Performance
- Performance Feedback
- Building Morale
- Customer Service

Custom Written Exams

Some departments wish to include specific references in their testing processes. NTN's experienced test developers can create custom written exams from department-specific material (e.g., SOPs) and/or industry textbooks the agency assigns as promotional reading. Customized written examinations can be created for all promotional levels.

Contact us today for more information!

