



## **TRANSIT OPERATIONS ASSISTANT**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, performs a variety of duties and responsibilities in support of Transit Operations, including assisting supervisory personnel with conducting field activities, accident investigations and assisting the public; and coordinates and conducts mandated transit training.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a variety of duties and responsibilities in support of Transit Operations, including assisting supervisory personnel with conducting accident investigations, assisting the public, performing mandated training, and coordinating Transit Coach Operator training activities.
2. Assist Transit supervisory staff in the field; respond to, report and investigate Transit vehicle-involved accidents and incidents; assist staff in collecting and documenting information.
3. Assist customers in the field; respond to customer complaints and resolve customer issues.
4. Complete Transit Coach Operator coach exchanges.
5. Prepare and present mandated behind-the-wheel and in-service classroom training for Transit Coach Operators; develop and conduct behind-the-wheel sessions with new hires and current Transit staff; conduct original renewal training.
6. Identify, recommend and coordinate enrollment in training courses, seminars or other in-service programs; coordinate, develop and compile training and instructional materials; revise and/or maintain training materials in compliance with State and Federal standards.
7. Maintain records on all original and renewal Transit Coach Operator in-service evaluations and classroom training programs; submit corresponding reports as necessary.
8. Compile and maintain Driver Qualification files on all Transit Coach Operators; audit records for accuracy and compliance.
9. Maintain accurate and complete driving records; assist in conducting random audits of transit coach operator driving records.
10. Assist in administering the Department of Motor Vehicles' Employer Testing Program (ETP); ensure compliance with applicable ETP rules, regulations and mandates.
11. Assist in planning and implementing future transit routes and transit bus schedule modifications; conduct dry runs and identify times.
12. Provide back-up as a Transit Coach Operator; operate a transit coach or transit van as necessary.

13. Operate a variety of office equipment including but not limited to a computer, typewriter, copier, facsimile machine, multi-line phone, and printers.
14. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Methods and techniques of public transportation programs.  
Principles of training and conducting presentations for small and large groups.  
Principles of basic report preparation.  
Principles and procedures of record keeping.  
Pertinent federal, state and local laws, codes and regulations.  
Customer service principles and practices.

**Ability to:**

Train and present to staff.  
Make effective oral presentations.  
Maintain complete and accurate employee records and files.  
Respond to requests and inquiries from the general public.  
Investigate and resolve problems with transit operations.  
Prepare clear and concise reports.  
Work independently in the absence of supervision.  
Understand and follow oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to the completion of the twelfth grade. College level course work in business administration, transportation planning, or a related field is highly desirable.

**Experience:**

Three years of experience in the operation of a transit vehicle, transit operations, or administration.

**License or Certificate:**

Possession of, or ability to obtain within the first six months of employment, an appropriate, unrestricted valid commercial driver license with Verification of Transit Training (VTT) certificate, air brake endorsement, and passenger endorsement.

Possession of, or ability to obtain within the first year of employment, a Bus Driver Instructor certificate issued by the California State Department of Education or the Transportation Safety Institute's train-the-trainer program.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Office environment; field environment; travel from site to site; exposure to noise, smoke, fumes, gases.

**Physical:** Essential and marginal functions may require maintaining physical condition necessary for sitting, walking or standing for prolonged periods of time; light to moderate lifting; operating motorized vehicles; working irregular hours including holidays and weekends.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.

Established: September 2008; Revised: August 2016