

# CITY OF HELENA



**Position Title:** Transit Operations Coordinator

**Department:** Public Works

**Division:** Capital Transit

**Grade:** 132

**FLSA:** Non-Exempt

*The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

## **Job Purpose:**

Under direction, this position performs a variety of responsible, operational, and financial duties in support of the Public Transit bus system and the Transit Supervisor. The position assists in planning, organizing, and coordinating support activities and functions related to the Public Transit buses. It also provides general information and assistance to staff and general public. The incumbent oversees the day to day operations of bus maintenance and drivers.

The position is required to drive a municipal bus for the general public over designated routes or as dispatched in a safe, courteous manner in accordance with all traffic rules. The position performs a variety of responsible, complex operational and financial duties in support of the City's bus system. The incumbent manages bus fleet maintenance and repair as well.

**Essential Duties:** *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Train new drivers on routes checkpoint and curb to curb, give PASS training classes for all drivers. Train driver on the operation of all new busses, assist in the training of new dispatchers.

Serve as Capital Transit Safety Officer for the Transit operators as well as the facility.

Serve as the Capital Transit representative for the State bus inspection

Schedule the maintenance of the buses, schedule driver shifts to cover vacations, or special events.

Schedules out of house training ie: First Aid, CPR, defensive driving or any other classes that cannot be done in house.

Develop and maintain drivers training records to know when recertification is needed.

Serve as operational coordinator for the Public Transit bus system; maintain detailed schedules or riders on various bus routes and for assigned drivers by telephone and two-way radio system; arrange appointments, prepare daily driver schedules; inform riders of general bus procedures and pick up times and places.

Maintain overall control over the operations and personnel upon the request or absence of the Administrative Assistant or the Transit Supervisor.

Serve as a Transit operator as necessary.

Inspect and perform safety check of bus prior to operation. Report problems or equipment malfunctions, emergencies or breakdowns; report incidents which affect the safety of passengers.

Maintain a variety of records and reports including mileage, routing, maintenance, time schedules, and unusual incidents.

Lead in staff development and in-service training programs. Respond to route and fare inquiries from the general public.

Serves as Trainer for transit dispatchers. Manages bus fleet maintenance and repair. Evaluate bus maintenance, attend to and process general correspondence to the City Shop or the appropriate agency requesting vehicle oil changes, tire information and general vehicle maintenance. Gather information and keep records on bus repairs and maintenance.

Give training classes in Passenger Service and Safety, with the proper way to secure wheelchairs.

Accident reporting and procedures, the proper paper work to fill out and to take pictures for documentation.

Maintain current record of the classes needed for the job as a Transit Bus Driver. Recertify drivers as to keep their training up to date.

Make decisions on the day to day operations ie: bus washing, cleaning, or any other things that do not need the Transit Supervisor's approval.

Capital Transit lead trainer on topics addressing customer service, communication with passengers and co-workers, American with Disabilities Act, Blood borne Pathogens, Non Discrimination Title 6 Civil Rights.

Perform a wide variety of specialized technical and advance level clerical work including maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies, and recording information.

Operate modern office machines and equipment including work processors, passenger identification cards, typewriters, printers, copiers, calculator, and FAX machines; routinely use a full range of word processing computer software applications.

Maintain and account for Transit System business funds including all cash funds, prepare bank deposits.

Analyze situations and make appropriate decisions without immediate supervision.

### **Safety Responsibilities**

This position is required to report occupational injuries, illnesses near misses, unsafe work conditions, unsafe practices and hazards immediately to their supervisor. The incumbent follows supervisor instructions for obtaining first aid and/or medical attention. The position participates in accident investigations as requested by the supervisor. The Transit Operations Coordinator participates fully in safety training and suggests improvements in safety training requirements or programs to the supervisor or the safety committee.

### **Essential Knowledge, Skills and Abilities Related to this Position:**

#### **Knowledge of:**

- Laws, rules and regulations pertaining to bus operations and transportation including appropriate Montana State Motor Vehicle Codes.
- Designated bus routes, including stops and traffic hazards.
- Procedures to properly secure wheelchairs in the vehicle.
- Safe driving principles and practices.
- Modern office practices, methods, and equipment including computer equipment and applicable software programs.
- English usage, spelling, vocabulary, grammar, punctuation and mathematics principles.
- Principles and techniques used in dealing with the public.
- Word processing methods, techniques, and programs including data base applications.

#### **Skill or ability to:**

- Operate modern office equipment including computer equipment.

- Operate a two-way radio communication system.
- Type and enter data at a speed necessary for successful job performance.
- Learn City and Valley geography and road conditions of the local area and assigned routes.
- Ensure safety of passengers including those with physical limitations.
- Recognize malfunctions in equipment and take appropriate action.
- Read and interpret a map.
- Maintain daily transit records.
- Work independently in the absence of supervision.
- Understand and follow oral and written directions.
- Read, interpret, and follow rules, regulations, policies, and procedures.
- Respond appropriately in emergency situations.
- Understand the organization and operation of the City bus system and the City as necessary to assume assigned responsibilities.
- Work cooperatively with other departments, City officials and outside agencies.
- React to and exercise good judgment, flexibility, creativity, and sensitivity to changing situations and needs.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Make out work schedules for drivers for shifts to be worked, able to make changes to those shifts when necessary to cover sick or absent drivers.
- Develop and implement work schedules for drivers for shifts to be worked. Maintain records of the needed training classes for each driver to keep them up to date.

**Physical Demands:**

The position requires the ability to sit, stand, walk, kneel, stoop, reach, twist, and lift 50 pounds. The position is exposed to cold, heat, noise, vibration, chemicals and mechanical hazards.

**Minimum Qualifications (Education, Experience and Training):**

This position requires a minimum of a high school diploma or equivalent with training in office practices, management and business administration. The position also requires three years of public transit-related experience. Other relevant combinations of education and work experience may be evaluated on an individual basis.

**License or Certificate:**

The position requires possession of Montana Commercial Driver's License (minimum class C type 2 with passenger endorsement).

The position must hold and maintain the PASS Trainer Certificate. The position must successfully complete the State of Montana run classes for first time supervisor's through the Professional Development Center. The position must successfully complete the supervisor's Drug and Alcohol Training.

**Special Requirements:**

No moving violations within the last three (3) years. Subject to pre-employment drug screening as well as random, reasonable suspicion, post-accident and follow-up drug and alcohol testing as per the City of Helena substance abuse policy.

**Supervision Received:**

The position is supervised by the Transit Supervisor for technical and functional duties.

**Supervision Exercised:**

The position oversees the daily operations of the transit system and operators.

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

YES      or       NO

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_