

Los Alamos County

Job Description and Classification



LOS ALAMOS

JOB TITLE:	Transit Operator Trainee, Transit Operator I, II, and Lead Transit Operator
JOB CODE:	6720, 6713, 6712, 6711
CLASSIFICATION:	Non-Exempt
DEPARTMENT/DIVISION:	Public Works/Transit
SUPERVISOR:	Transit Supervisor

Position Summary:

Under direct supervision of the Transit Supervisor, provides safe, courteous, and on-time transportation to the general public in a variety of mass transit vehicles and services. Provides a range of customer service and support to customers and community members for Atomic City Transit. Maintains confidentiality of all privileged information.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities, duties, and skills required of personnel in this classification.

Essential Duties and Responsibilities:

- Operates a variety of mass transit vehicles for the primary purpose of transporting passengers in a safe, courteous, and timely manner; observes all traffic laws and county, state, and federal regulations, policies, and procedures in regards to transit operations.
- Transports various transit vehicles to other locations.
- Operates standard vehicle equipment and various other equipment, such as passenger lifts, kneelers, fare boxes, electronic signs, rear lifts, radios, recording systems and GPS systems.
- May collect fares, sell passes, handle money and/or issue transfers. May be required to carry cash.
- Provides excellent customer service including verbal and written information to the public regarding routes, schedules, transfer points, and events; communicates, assists, and interacts with individuals of various backgrounds and abilities in a professional and friendly manner.
- Conducts thorough vehicle inspections on a daily basis in order to ensure safe transportation practices and compliance with county, state and federal requirements.
- Immediately and appropriately reports malfunctions, concerns, or other needed repairs to Transit Operations Supervisor.
- Keeps vehicles cleaned, fueled and ready for service at all times while on shift. During Maintenance and Project Assignments, conducts thorough washing, cleaning, and detailing of transit vehicles.
- Maintains professional communication with the Transit Customer Care Center. Informs dispatch of passenger pick-up and drop-off locations that require lift assisted transportation.
- Assists individuals with physical or mental limitations for the purpose of providing access to public transportation and ensuring passenger safety; secures mobility devices, walkers, oxygen tanks, and other equipment to ensure safety and comfort.
- Provides written and verbal reports on a regular basis, such as manifest reports, incident reports, accident reports, defect reports, mileage reports, route changing notifications, passenger count sheets, passenger exchanges, road conditions, detours, and equipment failure notifications.
- Attends staff meetings and various trainings during and outside of normal work hours.

- May assist Traffic Operations during times of emergencies or when there is a shortage of staff due to unforeseen events.
- Responds to emergency situations involving passengers, the public, or transit vehicles for the purpose of maintaining public safety during incidents, evacuations or other emergency situations.
- Assists as needed during emergency activities and evacuations.
- Maintains confidentiality of all privileged information.
- Contributes to a team effort and accomplishes related results as required.
- Performs maintenance, projects, and other duties as required.

Additional Essential Duties and Responsibilities for Transit Operator II:

- Assists the Lead Transit Operator with reports, incidents and concerns during Operator's shift.
- May perform customer service and/or dispatch duties as assigned during off-peak hours and times of emergencies or when there is a shortage of staff.
- Monitors supply room and ensures that it is adequately stocked.
- Monitors buses and ensures that they are supplied with necessary materials.
- Monitors securement devices on transit fleet and ensures that they are functional and/or replaced.
- May provide guidance or training to Transit Operator I.

Additional Essential Duties and Responsibilities for Lead Transit Operator:

- Monitors on-time staff and transit arrivals, addresses incidents, issues, and concerns during operating hours.
- Plans and schedules work assignments, materials, and equipment for projects, maintenance, and special events.
- Logs activities of the shift, and appropriately reports malfunctions, concerns, or other needed repairs to Transit Supervisor.
- Inventories supplies for operators to perform pre- and post-trip inspections and clean buses; ensures all emergency equipment is functioning and up to date.
- May function as the acting Transit Supervisor in the absence of the Supervisor, including emergency situations.
- Conducts various coaching including but not limited to Behind-the-Wheel Coaching; On-Board Route Coaching; Vehicle Orientation Coaching; Coaching For Mobility Device, Boarding and Securement Equipment.
- Provides assistance to internal and external event staff.
- Assists with route timing and suggests route improvements as needed.
- Provides guidance and training to Transit Operator I and II.

Minimum Qualifications:

- High School Diploma or GED.
- Must possess or have the ability to obtain within 15 days a New Mexico CDL-B driver's permit and medical certification.
- Must possess or have ability to obtain within 60 days of employment and must maintain a valid New Mexico CDL-B driver's license with a bus passenger endorsement and medical certification.
- Must possess or have ability to obtain within three months of employment and must maintain NMDOT Driver Training certificate or approved equivalent.
- Must possess or have ability to obtain within first six months of employment and must maintain basic First Aid, CPR and defensive driving certifications.

- Must successfully complete a thorough background investigation.
- Must successfully complete pre-employment physical exam prior to commencing work.
Must successfully complete mandatory drug screening and subsequent random drug and alcohol screenings.

Additional Qualifications for Transit Operator I:

- One year of transit, shuttle or bus operator experience.
- Must possess and maintain a valid New Mexico CDL-B driver's license with a bus passenger endorsement and medical certification.

Additional Qualifications for Transit Operator II:

- Three years' experience with Los Alamos County as a transit, shuttle or bus operator **or** 5 years of external experience as a transit, shuttle or bus operator.
- Must possess or have ability to obtain within six months of employment, and must maintain FTA approved Vehicle Operations, Managing Emergencies, and Customer Relations certifications.

Additional Qualifications for Lead Transit Operator:

- Additional two years' experience with Los Alamos County as a transit, shuttle, or bus operator.
- Must possess or have ability to obtain within six months of employment and must maintain FTA approved Para Transit Operator's Certification, or approved equivalent.

Additional Preferred Qualifications for Lead Transit Operator:

- Experience in a lead capacity or supervisory across all years of job related experience.

Knowledge, Skills, and Abilities:

- Knowledge of transportation related hazards and safety precautions.
- Knowledge of or ability to learn applicable Federal, State, County and Local laws, regulations, and requirements related to transit operations.
- Knowledge of basic vehicle inspections and maintenance, including tire pressure, oil checks and fluid levels.
- Knowledge of recordkeeping principles.
- Knowledge of traffic laws, ordinances, and regulations involved in motor vehicle operation and passenger transportation responsibilities.
- Knowledge and abilities in customer service practices and techniques.
- Ability to communicate effectively, both orally and in writing.
- Ability to understand and follow safety procedures.
- Ability to safely and efficiently operate a variety of mass transit vehicles, standard vehicle equipment, passenger lifts, kneelers, fare boxes, electronic signs, rear lifts, radios, recording systems, GPS systems and other transit related equipment.
- Ability to assist patrons with physical and mental disabilities.
- Ability to establish and maintain an effective working relationship with the public, other departments, and county employees.
- Ability to effectively navigate routes and accurately meet time schedules as traffic and weather conditions allow.
- Ability to learn the geography of Los Alamos County, the locations of important buildings, and the street system.

Additional Knowledge, Skills, and Abilities for Transit Operator II:

- Skill in record maintenance.
- Ability to create, compose and edit written materials.

Additional Knowledge, Skills, and Abilities for Lead Transit Operator:

- Skill in providing coaching and training.
- Skills using independent judgment in problem solving of complex operating issues.
- Ability to gather and analyze statistical data and generate reports.
- Ability to use good judgment, analyze and solve problems.

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit up to 10 hours per day; use sense of smell; have manual and finger dexterity; stoop, talk, see and hear. The employee is occasionally required to stand. The employee is occasionally required to crawl, climb heights, reach above shoulder level, crouch, kneel, balance, push/pull, and carry. Employee must regularly move and/or lift up to 25 pounds. Employee must occasionally move and/or lift up to 50 pounds.

Work Environment:

Work is generally performed in vehicle and an outdoors setting with a high noise level. Exposure to natural weather conditions with high exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises. Work environment involves exposure to hazards or physical risks, and requires following basic safety precautions. Travel, training, meetings, events, on-site response to emergency situations, and evening, holiday, and weekend work will be required and may be on short notice. This position must respond when called out during an emergency situation.

This position is covered under the Federal Transit Administration's guidelines for drug and alcohol testing and the Department of Transportation (DOT), Anti-Drug & Alcohol Act pursuant to the Pipeline Safety and Commercial Driver's License Regulations, covering random, post-accident, pre-hire, and return to duty testing.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Job Description and Classification
Transit Trainee 6720
Transit Operator I 6713
Transit Operator II 6712
Lead Transit Operator 6711

Approvals:

Department Director: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Reviewed: MM/DD/YYYY Revised: 11/05/12, 03/20/2015, 1/1/2017