



SENIOR TRANSIT ASSISTANT

Department:	Public Works	FLSA Status:	Non-Exempt
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GENERAL PURPOSE: Under the direction of the Transit Coordinator coordinates and performs a variety of transit dispatch functions; provides customer service to the public; maintains a variety of transit records; and performs other related duties as required.

TYPICAL DUTIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Coordinates the day-to-day activities of the Corcoran Depot including customer service, dispatch, and driver scheduling in the absence of the Transit Coordinator.
- Provides assistance in the supervision, training; of all transit operators: assists in the monitoring and ensures staff compliance with departmental policies, procedures, and regulatory requirements.
- Provides assistance in the preparation of driver schedules; helps monitors appropriate staffing coverage.
- Provides assistance in the review of driver logs; assists in the monitoring of passenger ridership and average travel times.
- Inputs transit data into the departmental computer system;
- Provides assistance in the production and coordination of the distribution of transit service notices and flyers; helps notify the public regarding changes in service and/or ticket prices.
- Receives and processes customer requests for bus services; logs and dispatches calls to drivers.
- Responds to public inquiries and provides information regarding the City's transit services.
- Sells train tickets; collects and receives bus and train fees; balances and maintains cash register.
- Provides assistance in ordering transit tickets from City Hall.
- Inputs, updates, and maintains transit data in the departmental computer system.
- Provides assistance in coordinating the maintenance of Depot facilities and buses.
- Assists in maintaining bus inspection records.
- Acts on behalf of the Transit Coordinator in his/her absence and performs related duties.
- Performs other related duties as assigned or required.

JOB DESCRIPTION

Transit Dispatcher

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent; AND one year customer service experience; OR an equivalent combination of education and experience. Spanish/English communication experience is desirable.

Required Licenses or Certifications:

- Must possess a valid California Driver's License.

Required Knowledge of:

- Corcoran Depot transit operations, policies, and procedures.
- Regulations and standards governing the delivery of public transit services.
- Dispatch principles, practices, and equipment.
- Transit records, reports, and documentation.
- Customer service standards and protocol.

Required Skill in:

- Coordinating and performing a variety of transit dispatch functions.
- Assisting in ensuring the delivery of high quality transit services to the community.
- Responding to transit inquiries and providing customer service to the public.
- Selling transit tickets, collecting fees, and maintaining assigned cash register.
- Establishing and maintaining cooperative working relationships with other staff, City departments, community organizations, and the general public.

Physical Demands / Work Environment:

- Work is performed in a transit facility environment.
- Subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.
- Occasional exposure to machinery with moving parts, hazardous chemicals, infectious diseases, blood borne pathogens, and bodily fluids is involved.