



Town of Oro Valley Classification Description

Title: **TRANSIT SPECIALIST**
Job Code: 3420 (PT), 3421 (19 or less)
FLSA Status: Non-Exempt

Department: Public Works
Salary Grade: 104

POSITION SUMMARY:

Under general supervision of Transit Crew Leader this is a specialized position affording assistance and support to other positions performing street operations. This specialist position also assists in other duties as assigned to include: coordination of transit services, service recovery when breakdown or incident occurs, driver training, fleet maintenance at user level, fleet maintenance tracking, fleet equipment including passenger restraint systems tracking, complaint resolution, fare box reconciliation and operations safety. This position may also require driving a manifest route when the schedule demands.

ESSENTIAL JOB FUNCTIONS:

- A. Assists in monitoring vehicles for safety and cleanliness and in correcting discrepancies when necessary.
- B. Assists in maintaining division's operational, vehicle and field supplies.
- C. When assigned, responds to vehicle accidents ensuring accurate reports and possible determination and application of FTA drug and alcohol testing as required by FTA CFR 49.
- D. Assists in passenger ticket reconciliation, outlet management and collection of fare box revenues.
- E. Provides for backup to dispatchers.
- F. Provides for backup to schedulers.
- G. Communicates with drivers by two-way radio when assigned those duties.
- H. Assists in training newly hired drivers and preparing monthly safety awareness and passenger assistance updates for awareness briefings.
- I. Assists in driver requalification, review and refresher training as assigned after incidents, accidents and/or extended time off.
- J. Operates a passenger vehicle for the transportation of elderly and disabled residents when needed.
- K. When assigned, assists in the implementation and on-going maintenance of the division's preventative vehicle maintenance policy in compliance with FTA guidelines.
- L. When assigned, assists in coordination of maintenance repairs ensuring vehicle availability and resource allocations for daily services are met.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Federal, Town and Department policies and procedures.
- Knowledge of customer service methods and techniques.
- Skill in creating and maintaining accurate and applicable reports and records.
- Skill in safely operating Town vehicles.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

- High School diploma or equivalent.
- Two (2) years of transit service experience.
- Must possess at time of application and maintain an Arizona driver's license.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in indoor and outdoor environments.

SPECIAL REQUIREMENTS:

- This position is considered Safety Sensitive position and is subject to Drug and Alcohol testing as required by FTA CFR 49.
- This position will be required to go through the Transit Services Division's Reasonable Suspicion Training Program for Transit Dispatch and obtain certification.