# PUBLIC TRANSPORTATION COORDINATOR

## DEFINITION

Under the general supervision of the Public Transportation Superintendent, is responsible for the daily operations of the transportation office when the Superintendent is not available. Serves as a relief driver of a bus and/or other passenger vehicle, exercising independent judgment with most situations that arise while in route. Conducts ride along road tests of new drivers; and performs other related duties as assigned.

## EXAMPLES OF ESSENTIAL DUTIES:

- Is responsible for daily operation of the transportation office
- Maintains a general understanding of ADA, DMV, CHP, CalTrans and DOT polices as they relate to the transit division
- Inspects vehicle and performs safety check at the beginning of each driving shift.
- Drives City buses and other City owned passenger vehicles.
- Collects fares, sells tickets, issues transfers and dispenses accurate schedule information.
- Schedules and directs drivers.
- Assists the Transportation Superintendent in administering driver-training programs.
- Coordinates vehicle rotation for services repairs.
- Monitors buses in service by radio and provides back-up equipment when necessary.
- Responds to public inquiries regarding the transportations system, by phone and at the counter; follows up on customer complaints.
- Records daily cash reconciliation for all bus routes.
- Performs cashier functions in relation to transportation ticket sales for the City and for Greyhound bus service.
- Uses computer for statistical data entry.
- Maintains a thorough knowledge of all Greyhound and Dial a Ride operations procedures and accesses the Internet to coordinate Greyhound ticket reservation and trip planning.
- Assists passengers in boarding the bus
- Operates wheel chair lift and tie downs.

**EXAMPLES OF ESSENTIAL DUTIES (CONT.):**

- Attends Transportation Safety meetings when superintendent is unable to attend.
- Fueling of buses and other City vehicles.
- Performs other related duties as assigned.

**REQUIREMENTS:**

Knowledge of: Vehicle codes; safety requirements for public transportation vehicles; and City streets. ADA, DMV, CHP, CalTrans and DOT polices and procedures as they relate to Transit; Greyhound and Dial-a-Ride operational procedures; standard office computer software, including word processing, and familiarity with spreadsheets, and database programs; general office procedures including filing; the principles and practices of effective customer service.

Skill in: Driving a bus; skill to read and interpret timetables, read numbers on tickets, read road signs, and read and interpret routine to complex policies and procedures; oral communication skills to give directions to, and answer questions for, co-workers and the general public; ability to give clear and precise instructions to other employees when necessary; ability to operate standard office equipment including a computer and electronic cash register; must be familiar with the operation of a two-ray radio.

**OTHER REQUIERMENTS**

- Must possess a valid California Class B Driver's license and a good driving record *(no more than 2 moving violations within the past 3 years)*.
- Must participate in a federally mandated drug and alcohol-testing program, including both pre-employment and random testing, as a condition of employment.
- Must possess physical ability to climb using hands and fingers and to lift and carry heavy items weighing up to 50 pounds.
- Must be able to work outside in inclement weather and among pollen/dust.
- Must be willing and available to work on-call and overtime as necessary; to travel locally or out of town to attend meetings, trainings and workshops.
- Requires working with and/or around hazardous materials (diesel fuel).

**EXPERIENCE AND TRAINING**

Applicants must have experience and/or training, which would demonstrate possession of the required knowledge and skills outlined above. An example would be: equivalent to graduation from high school. Some clerical, customer service, cash handling experience, and a minimum of three years experience in the public transportation industry