



EXTRA-HELP TRANSIT OPERATOR

Hourly Rate: \$23.52 - \$31.53

**** This is an Extra Help non-benefited position limited to 960 hours per fiscal year***

DEFINITION

Under general supervision, operates buses, vans and automobiles providing scheduled, special and dial-a-ride transit services for the public; provides customer service and presents a positive image of the transit system to the public; picks up and delivers transit passengers; assists disabled passengers in boarding and disembarking vehicles; inspects vehicles and equipment for safe operating conditions; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification responsible for performing the full range of transit vehicle operation and driving, customer service and safety related tasks. Incumbents are expected to work independently and exercise judgment and initiative within established guidelines. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from Transit Operations Supervisor in that the latter serves as the first level supervisor and assigns, directs and reviews the work of operations staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Operates a diverse range of vehicles used to provide scheduled, special and dial-a-ride transit services for the public; vehicles operated include, but are not limited to, buses, vans and automobiles.
- Picks up and delivers transit passengers; assists disabled passengers in boarding and disembarking using specialized equipment where needed; provides information and responds to patron issues or questions; provides customer service and presents a positive image of the transit system to the public.
- Operates transit vehicles safely under a variety of weather and road conditions.
- Inspects vehicles and equipment for safe operating conditions; adds fluids, air and makes minor adjustments as necessary; ensures that vehicles meet the safe operating standards set by El Dorado Transit and regulatory agencies, and if not, reports the need for maintenance and repair work.
- Inputs passenger and route information via computerized tablet and/or paper route sheet; checks schedules and routes; notes detours for road closures or special pick-ups; collects and accounts for fares.
- Maintains communications with dispatch center and responds to dispatcher assignments as received.

- Makes prompt, accurate accident and incident reports; provides first-aid assistance as necessary; contacts dispatch center, supervisor and/or emergency services as directed through operational policies and procedures.
- Compiles data on passengers served; assists in preparing and maintaining a variety of records and reports related to services provided.
- Ensures vehicles operated are maintained in a clean and orderly condition; searches vehicle for trash and lost items, sweeps and clean bus windows as needed; drives vehicles through automated washing system.
- Responds to customer inquiry or complaints regarding service; refers to supervisor as needed.
- Provides office support assistance as assigned.
- Observes safe work methods and utilizes safety equipment related to the work.
- May assist other Transit Operators with route orientation.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operational characteristics of a variety of vehicles used to transport passengers including specialized devices for vehicle accessibility.
- Safe driving practices related to the operation of public transit vehicles including buses, vans and automobiles.
- Safety regulations and Vehicle Code provisions governing the work.
- ADA (American's with Disabilities Act) regulations regarding public transit operations.
- Methods and techniques of conducting daily and routine vehicle safety inspection within established guidelines.
- Basic mechanical ability including checking oil, refueling vehicles and installing snow chains.
- Diverse range of communications devices including radio systems.
- County road systems and geography.
- Basic mathematics and cash handling techniques.
- Basic first-aid techniques.
- Basic office support practices
- Safe work methods and safety regulations pertaining to the work.
- Techniques for providing a high level of customer service by effectively dealing with the public, and internal staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination including computers and software relevant to the work performed.

Ability to:

- Operate public transit vehicles skillfully and safely including the use of specialized equipment to assist passengers with vehicle accessibility.
- Present a positive public image of the transit system.
- Respond decisively and effectively in emergency situations.
- Demonstrate excellent customer service skills.
- Read and interpret maps and schedules.
- Operate basic computer systems and communication systems.
- Collect and account for fares received.
- Prepare accurate and concise records and reports.

- Maintain schedules on assigned routes.
- Exercise independent judgment and initiative without close supervision.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Understand and follow written and oral instruction.
- Establish and maintain effective working relationships with those encountered in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade and six (6) months of experience driving vehicles, preferably in a transit environment.

Licenses and Certifications:

- Possession of, and ability to maintain, a valid Class C California Driver's License and a safe driving record throughout employment.
- Possession of, or ability to obtain within ninety (90) days of appointment to the classification, a Class B California Driver's License; and maintenance of a safe driving record throughout employment.
- Possession of, or ability to obtain within ninety (90) days of appointment to the classification, a Verification Transit Training (VTT) certification with passenger endorsement.

PHYSICAL DEMANDS

Must possess mobility to work in a predominantly vehicle driving/operation environment; to operate a motor vehicle and drive on highways, surface streets and country roads in light to heavy traffic conditions; strength, stamina, and mobility to perform medium to heavy physical work. The incumbent must regularly hear, sit, reach with hands and arms, and use leg/foot to reach or handle vehicle controls and lifting devices. Physical effort, finger and manual dexterity are regularly needed to operate assigned equipment. Visual requirements include near and distance vision, color vision, night vision, peripheral vision, depth perception and the ability to adjust focus; vision is also needed to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The incumbent must sit for long periods of time while operating vehicles, and walk on multiple types of surfaces to inspect vehicles and assist passengers. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work vehicles. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 60 pounds, or heavier weights with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in a driving environment and are frequently exposed to road and traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, and fumes, hazardous substances, and human or animal bodily fluids. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing El Dorado Transit policies and procedures.

WORKING CONDITIONS

Must be willing to work early morning, evening, weekend, holiday and split shifts as required. Must be willing to respond to emergency circumstances as required.

APPLICATION AND SELECTION PROCEDURES:

It is the responsibility of the applicant to ensure delivery of the completed application to the El Dorado County Transit Authority office at 6565 Commerce Way, Diamond Springs, CA 95619. El Dorado County Transit Authority applications must be used. **A ten (10) year Department of Motor Vehicle H-6 Report of your driving record must accompany your application, run no more than 60 days prior to the date your application is received by Human Resources.** Resumes may be attached but may not be substituted for any portion of the application. All completed applications will be reviewed and the most suitable qualified applicant, based upon the information provided on their application, will be invited to participate further in the examination process. Depending on the number of qualified candidates the examination process may include application screening, skills testing, and/or oral interviews.

EL DORADO COUNTY TRANSIT AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER