

CITY OF FOLSOM

TRANSIT COORDINATOR

DEFINITION

Under general direction, plan, coordinate, and direct the day-to-day operations of the transit operations and the office's administrative support services and functions.

SUPERVISION EXERCISED

This class provides direct and indirect supervision to lower level personnel for a preponderance of the time.

DISTINGUISHING CHARACTERISTICS

The Transit Coordinator is distinguished from the Transit Bus Driver in that the former has responsibility for coordinating the day-to-day operations of transit operation. Incumbents in the Transit Supervisor class have a day-to-day oversight and responsibility for assigned work.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Monitor daily operations and ensure compliance with procedures and regulations for the safety of the staff and passengers.
- Conduct operational meetings with staff to review ongoing projects and retrieve statistical information.
- Assess training and teambuilding materials.
- Provide road supervision as required.
- Investigate and resolve complaint calls, grievances, incident reports, and accidents reports.
- Review daily reports and paperwork to monitor accuracy.
- Develop programs to improve transportation operations.
- Provide direction, guidance, and goals in the handling of passenger complaints, service emergencies, employee attendance, and related issues.
- Recommend, implement, and enforce departmental policies, procedures, and quality standards.
- Review transportation services and operations.
- Ensure effective performance and consistent operating practices.
- Control work schedules and personnel utilization.
- Provide monthly reports for the department.
- Count, calculate, verify, and submit fares for weekly deposits.
- Prepare written materials such as correspondence, notices, and reports.
- Supervise, train, discipline, and evaluate subordinate staff.

- Perform related duties as assigned.

EMPLOYMENT STANDARDS

NOTE: The level and scope of the following knowledge and abilities are related to duties listed under the “Examples of Essential Duties” section of this specification.

Knowledge of:

- Overall bus transportation service functions and operations.
- Various laws and regulations pertaining to transit such as DOT, DMV, Title 13, and ADA.
- Principles of transit and fleet operations and maintenance.
- Federal and state rules and regulations.
- Modern office procedures, methods, and computer equipments.
- Principles and practices of supervision, training, discipline, and performance evaluation.
- Safety regulations and procedures.
- Defensive driving and safety regulations.
- Principles and methods of accident investigations.
- Common word processing, spreadsheet, and database software.
- Transit system day to day operations.
- Budget line items for Transit Operations.

Ability to:

- Effectively supervise the Bus Transportation Department activities and programs to achieve city goals and objectives.
- Prepare concise and comprehensive reports.
- Operate radio communication equipment.
- Plan alternative service routes.
- Maintain a variety of reports and documents.
- Initiate creative problem solving.
- Establish and maintain effective relationships with those contacted in the course of work.
- Supervise, train, discipline, and evaluate subordinates.
- Effectively communicate verbally and in writing.

Minimum Qualifications:

Education:

An associate’s degree in business or public administration or a closely related field from an accredited college or university.

Experience:

Two (2) years of full-time, supervisory work experience in a transportation service related industry.

Substitution:

Additional qualifying experience can substitute for the required education on a year-for-year basis.

Desirable Qualifications:

A certificate in Paratransit/Transit Management is desirable.

License, Certificate, Registration Requirements:

- Possession of, or the ability to obtain and retain, a California Class B driver license, with Medical Certificate by the time of appointment.

Physical Requirements:

Work is performed in a typical office and field setting. (1) Mobility: frequent use of a keyboard; frequent sitting, standing, reaching, turning, and walking; occasional bending or squatting. (2) Lifting: frequently up to 50 pounds; occasionally up to 75 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motions; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking in person and on the telephone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and co-worker contact; occasionally working alone. (7) Environmental: occasionally work in constant noise (may have to shout to be heard); frequent exposure to noise; occasionally exposed to fumes, smoke, or gases; occasionally exposed to electrical energy; occasionally work on rough, uneven, rocky or slippery surfaces; occasionally work around moving objects or vehicles; continuously work around ultra violet lighting.

Information Block

Class Code:

FLSA Status: non-exempt

Established: 12-2005

Revised: 05-2011

Retitled:

Workers Compensation Code

Bargaining Unit: Local 39