

CITY OF GLENDALE

TITLE:	Lead Transit Representative	CLASS CODE:	492
REPORTS TO:	Transit Supervisor	GRADE:	18
DEPARTMENT:	Transportation	FLSA:	N
JOB DESCRIPTION DATE: October 31, 2008 cm			

JOB SUMMARY

Provides lead direction to transit staff and participates in the provision of transportation services to citizens.

ESSENTIAL FUNCTIONS

Depending on assignment duties may include but are not limited to:

1. Plans, schedules, trains, and assigns work and provides lead direction to assigned staff; ensures coverage when supervisors are not available. Monitors activities and performance; reports infractions to the employee's direct supervisor; works with employees to improve services or deficiencies.
2. May respond to vehicle accidents and incidents involving division personnel and passengers; investigates circumstances and works with police department personnel, determines whether drug or alcohol test is warranted per federal regulations; completes accident paperwork; transports personnel to testing facility if necessary and assists with accident investigations.
3. Helps plan and conduct quarterly staff safety meetings. Serves on Division's safety committee.
4. Investigates and resolves customer complaints.
5. Performs off-site education to citizens as part of the cities dial-a-ride and fixed-route education program.
6. Prepares and maintains records including monthly statistical and narrative reports related to division activities.
7. Determines routes by using computer-mapping system.
8. Monitors Valley Metro complaints for trends related to problems with service delivery in Glendale.
9. Evaluates city bus stops for cleanliness and maintenance issues.
10. Coordinates passenger transfers with other transit systems.
11. Assists in dispatch office on computerized dispatch and phone systems.
12. Operates Dial-A-Ride or fixed route bus transporting passengers from one location to another as directed by the base radio dispatcher or a mobile data terminal; completes daily safety vehicle checks including oil, fuel and fluid levels, lifts, doors, etc, and records such on the maintenance checklist; reports malfunctions as necessary; cleans and fuels vehicle; assists passengers, including the elderly and handicapped, in boarding and exiting the bus as necessary.
13. Operates two-way radio system and a mobile data terminal.
14. Collects fares from passengers and accurately completes corresponding paperwork for each fare.
15. Provides information regarding Dial-A-Ride services valley wide, fixed route bus information, ADA transportation service and other transportation options. Explains and issues ADA service and discount card applications.
16. Logs all stops on log sheet, prepares accident reports and various reports required by federal regulations.

SECONDARY FUNCTIONS

17. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Depending on assigned position:

Knowledge of:

- Basic first aid procedures
- Traffic laws and safety requirements involved in the operation of a public transit bus
- The geography and street layout of the City of Glendale and of the valley-wide transit service
- The operation of several types of passenger buses, lifts, safety equipment and various types of vehicle fueling systems
- The operation of base radio and telephone equipment

Skill in:

- Typing and the operation of personal computers

Ability to:

- Plan and direct the work of others
- Assist persons with disabilities
- Provide courteous customer service at all times
- Follow oral and written instructions
- Understand, adhere to and follow all City and departmental policies and procedures
- Operate a two-way radio system
- Operate a mobile data entry system
- Communicate effectively verbally and in writing
- Maintain clear and accurate records, logs and reports
- Effectively respond to emergencies on and around the bus
- Determine the best route to travel from one location to another and provide estimate times for arrival
- Lift, push, climb and crouch while assisting and securing passengers and equipment

WORKING CONDITIONS

Depending on assigned position:

Operates a bus for extended periods of time; exposed to adverse weather conditions, noise and fumes in bus operation. May be exposed to hazardous materials such as various types of fuel, fumes and special medical waste. May be in a restricted office setting

MINIMUM QUALIFICATIONS

Depending on assigned position:

Two years of experience involving public contact, including base radio and/or telephone operation, and the use of computers and software packages or two years of experience in the operation of a transit bus or van.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Depending on assigned position:

A valid Arizona driver's license

Possession of or ability to obtain a valid Arizona Class C Commercial's Driver's license with passenger endorsement prior to commencement of employment

Weekend and call back duty required

May be required to undergo drug testing prior to employment and be subject to further drug and alcohol testing throughout their period of employment in accordance with the City of Glendale Substance Abuse policy.