TRANSIT OPERATIONS ASSISTANT (INRTC)

Position: Transit Operations Assistant

Department: Transportation

FLSA Status: Non-Exempt

Reports to: Director of Transportation

Revision date: March 2021

POSITION SUMMARY

At will position appointed by the Executive Director and under the general direction of the Director of Transportation. Responsible for assisting with the day-to-day administration of OnBoard Public Transit, a service of the Iowa Northland Regional Transit Commission (INRTC) and INRCOG. Assures compliance with local, state and federal codes and standards.

ESSENTIAL JOB DUTIES

- In cooperation with the Director of Transportation, assists and participates in the daily operation of OnBoard Public Transit to meet requirements of local, state, and federal regulations and policies.
- Assists with schedules and dispatching transit drivers in response to requests for transit service.
- Provides instruction and technical direction to transit drivers.
- Acts as a substitute driver on an as-needed basis.
- Identifies and reports operational problems and incidents to the INRTC Operations Manager and proposes solution to issues.
- Maintains the mechanical operation, scheduled maintenance, inspections, and the overall system of a fleet of transit vehicles.
- Monitors work of transit drivers for compliance with local, state, and federal policies and regulations.
- Monitors transit drivers’ compliance with safety rules and assists with accident investigations and insurance claims.
- Reviews and ensures accuracy of driver paperwork.
- Assists the INRTC Operations Manager with training of transit drivers related to passenger relations, safety, accident prevention, and bus maintenance.
- Assists with the completion of required reports to regulatory agencies.
- Inventories, and with approval, orders and purchases supplies and equipment for INRTC.
- Responds to inquiries from the public, service providers, agency staff and other public and community officials concerning INRTC services.
- Assists with the monitoring of all union compliance activity.
- Assists with the preparation of a variety of logs and reports relating to employees, projects, assignments and inspection and maintenance activities.
- All other job duties as assigned by the Director of Transportation and/or the Executive Director.
INCIDENTAL JOB DUTIES

None

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

The individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that the individual can safely perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skill and abilities.

- Knowledge of principles and practices used in fleet maintenance and scheduling of transit drivers.
- Knowledge of principles and regulations applicable to transit operations.
- Ability to operate fleet of transit vehicles including lifts, doors, and interlocks.
- Ability to operate radio system to communicate with transit drivers.
- Ability to operate video surveillance system installed in transit vehicles.
- Ability to use sound judgement when resolving operational and passenger problems.
- Ability to perform standard arithmetic and statistical calculations.
- Ability to access, read, interpret and apply technical information, including local and state traffic codes, and other related ordinances, laws, and regulations.
- Ability to detect deviations and variances from established regulations, and possess skill in identifying appropriate corrections.
- Ability to proficiently operate standard office equipment and a personal computer with software programs for word processing, spreadsheets, e-mail, and internet.
- Ability to interact with the public, contractors, agency representatives, and other public officials in a positive, courteous manner.
- Ability to establish effective working relationships with assigned employees, coworkers and supervisors.
- Ability to effectively plan, prioritize, schedule, and assign, the work of assigned employees.
- Ability to communicate clearly, both orally and in writing, and to organize and verbally present material in a manner that is easy to understand.
- Ability to maintain accurate records.
- Ability to maintain all required licenses, registrations and certifications.
- Ability to safely perform a range of physical activity associated with transit operations, including walking, standing, bending, twisting, kneeling and climbing, using hands and arms to grasp or reach, and lifting, carrying, pushing and pulling.
- Ability to attend work regularly at the designated time and place and the ability to work under strict time constraints and to work outdoors in a variety of weather conditions.
- Sufficient personal mobility that permits the employee to work in an office environment and to travel throughout a six-county region to meet with INRTC employees, the public, and elected and appointed officials.
ENTRY REQUIREMENTS

Education/Training: High School Diploma or a GED; and

Work Experience: Minimum of two years of experience; scheduling, dispatching, and/or operations experience preferred.

or

An equivalent combination of education, training and experience that provides the knowledge, skills and abilities necessary to perform the essential functions of the position.

Required licenses, registrations and certifications: A Class C CDL driver’s license with a passenger endorsement; a driving record that allows the employer to provide continued liability insurance coverage must be maintained.

Required post-offer physical examinations: As required by the Iowa DOT; physical capacity profile test.

Required drug testing: Subject to Iowa DOT drug and alcohol testing requirements.

Residency requirement: None.

Other testing required: Employment contingent on satisfactorily passing an oral interview process.

WORK ENVIRONMENT

Work is performed 50 percent outdoors and 50 percent indoors with the indoor work being performed in an office setting. Work includes working at a desk for extended periods of time, working with computers and other office equipment, moving throughout an office complex and from place to place throughout a six-county area, and working directly with INRTC employees, the public, and elected and appointed public officials. Work may also involve frequent interruptions.

HOURS OF WORK

Minimum of 40 hours per week, Monday through Friday. Start and finish times may vary dependent on assignment. May be required to work additional hours or to change hours with minimal notice and to work evenings and/or weekends to attend meetings or as required for the operation of the agency. Frequent travel throughout the six-county region and occasionally to various locations within the state is required.

1. Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this job description.

2. All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employee and incumbents are encouraged to discuss possible accommodations.
3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

4. The employer reserves the right to change or reassign job duties or combine positions at any time without prior notice.

______________________________    ______________________________
Executive Director     Date

______________________________    ______________________________
Department Director      Date

______________________________    ______________________________
Employee                     Date