

AGENDA ITEM 1 E  
Consent Item

**MEMORANDUM**

**DATE:** December 7, 2017  
**TO:** El Dorado County Transit Authority  
**FROM:** Maria Harris, Human Resources/Admin Services Manager  
**SUBJECT:** Classification Study

**REQUESTED ACTION:**  
**MOTION,**

**Adopt Resolution No. 17-26 adopting the Final Report of the Classification Study, El Dorado County Transit Authority, October 2017 prepared by Koff & Associates approving the job classification changes.**

**BACKGROUND**

November 2, 2017 The El Dorado County Transit Authority (El Dorado Transit) Board received and filed the Final Report of the Classification Study, El Dorado County Transit Authority, October 2017 (Study) prepared by Koff & Associates.

March 2, 2017 The El Dorado County Transit Authority (El Dorado Transit) Board approved HR Services Procurement Sub-Agreement between El Dorado County Transit Authority and Koff & Associates for a Classification and Compensation Study

**DISCUSSION**

The current job descriptions have not been updated since 1994. Best practice is to review job classifications every five years for relevancy due to changes in the job market and duties based on operational need.

The Study prepared by Koff & Associates included recommendations for nine (9) title changes; one (1) reclassification, two (2) revised classification structures and no classification eliminations. Please see Attachment A and B.

At this time staff recommends that the Board approve and adopt all proposed job classification changes.

**EL DORADO COUNTY TRANSIT AUTHORITY  
RESOLUTION NO. 17-26**

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE EL DORADO COUNTY  
TRANSIT AUTHORITY ADOPTING THE CHANGES TO PERSONNEL JOB  
DESCRIPTIONS AND JOB TITLES**

**WHEREAS**, the El Dorado County Transit Authority conducted a classification study completed by Koff & Associates in October 2017 for review of all job classifications; and

**WHEREAS**, Koff & Associates proposed several changes including nine (9) title changes, one (1) reclassification, two (2) revised classification structure and no classification eliminations; and

**WHEREAS**, it is beneficial for El Dorado County Transit Authority to incorporate these changes that more clearly reflect the level and scope of work being performed as well as establish titling consistency with the labor market and industry standards; and

**NOW THEREFORE, BE IT RESOLVED**, that the El Dorado County Transit Authority recognizes, adopts and incorporates herein the findings in the Final Report of the Classification Study, El Dorado County Transit Authority, October 2017; and, approves and authorizes the job title changes and job descriptions attached hereto as Attachment A and B.

**PASSED AND ADOPTED BY THE GOVERNING BOARD OF THE EL DORADO COUNTY TRANSIT AUTHORITY** at a regular meeting of said Board held on the 7th day of December 2017.

AYES:

NOES:

ABSTAIN:

ABSENT:

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Patty Borelli, Chairperson

ATTEST:

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Megan Wilcher, Secretary to the Board

Attachment A

**Title Changes**

Current Classification Title	Proposed Classification Title
Human Resources Manager/Admin Services	Human Resources Manager
Administrative Analyst	Administrative Coordinator
Fiscal Administration Manager	Finance Manager
Operations Supervisor	Transit Operations Supervisor
Equipment Mechanic II	Equipment Technician II
Equipment Mechanic I	Equipment Technician I
Maintenance Custodian	Custodian
Dispatcher	Transit Dispatcher
Driver	Transit Driver

**Reclassification**

Current Classification Title	Proposed Classification Title
Sr. Equipment Mechanic	Maintenance and Facilities Supervisor

**Revised Classification Structure**

Current Classification	Proposed Classification Title
Accounting Technician I	Fiscal Technician II Fiscal Technician I
Office Assistant II	Office Assistant II Office Assistant I



## **ADMINISTRATIVE COORDINATOR**

### **DEFINITION**

Under direction, provides administrative support to the Executive Director and management team; serves as the Clerk of the Board of Directors; coordinates office administration, facilities management, information technology, and procurement functions; maintains and updates El Dorado Transit's website content; and performs related duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Executive Director. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a single-position classification responsible for overseeing El Dorado County Transit's office administrative operations; areas of responsibility include serving as the Clerk of the Board of Directors, administrative support to the Executive Director and management team, and general office administration, information technology, and procurement program support. Positions in this classification rely on experience and judgment to ensure the efficient and effective delivery of administrative program support. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **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.*

- Provides highly responsible and complex administrative support to the Executive Director and management team; screens calls and visitors; plans and coordinates a variety of meetings and special events; composes correspondence; compiles data and records for reports and creates files; obtains and organizes data for various projects in various departments; processes travel and grant related expense reports; make travel arrangements; and prepares/processes purchase orders and invoices.
- Coordinates information technology services including desktop support, hardware and software procurement and related equipment installations and maintenance; ensures coordination between information technology support vendor and end-users; obtains management approval for provided services.
- Attends all regular; standing and special Board of Director meetings; records all official proceedings; prepares public notifications, agendas, minutes and other documents; certifies ordinances, resolutions, agreement, actions and other official documents; publishes, files and indexes all Board proceedings; serves as liaison between the public, employees and the Board of Directors.

- Administers the Public Hearing process for Board meetings; coordinates the development of public hearing notices and packets in accordance with various government code requirements and legal deadlines.
- Oversees procurement activities, including review of requisitions, specifications and scopes of work; selection of vendors, contract administration and conformance with El Dorado Transit; state and federal procurement regulations.
- Maintains El Dorado Transit website ensuring all information is current and compliant with mandated requirements.
- Reviews and monitors legal requests for records such as those under the Public Records Act or the Brown Act; refers to management for action and processes decision.
- Oversees the work of contracted services providers for information technology and telecommunications services; ensures contractors perform work in accordance with contractual requirements.
- Assumes responsibility for the short and long-term records management process including records retention, storage, retrieval and destruction.
- Performs project management tasks including developing the scope of work, and negotiating contracts and purchase orders for small facility maintenance related jobs.
- Serves as filing officer for economic interest statements and claims against the agency.
- Receives records, evaluates and distributes claims and summonses filed against the El Dorado County Transit Authority, gathers records and information related to claims and summonses and submits to management for action.
- Operates standard office machines such as computer, printer, copier, typewriter, fax, etc.
- Positions assigned to this classification may be required to operate a motor vehicle to pick up and deliver materials, or to attend business related meetings.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Best practices for overseeing office administrative operations and activities.
- Principles, practices and procedures related to the Clerk of Board function including, but not limited to, meeting notifications and records/reporting requirements.
- Methods and techniques of overseeing contracted services including information technology and telecommunication services.
- Principles and practices of public sector procurement.
- Records management principles and practices including legal requirements for recording, retention, storage and disclosure.
- Applicable Federal, state and local laws, rules, regulations, ordinances and organization policies and procedures relevant to assigned areas of responsibility.
- Modern administrative practices and procedures including use of standard office equipment.
- Records management principles and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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 work performed.

### **Ability to:**

- Oversee a diverse range of business and administrative service areas.
- Serve in the capacity of a Clerk of the Board for a public sector governing entity.

- Apply principles, practices and procedures related to public agency record keeping and the Board Clerk function.
- Apply principles, practices and procedures related to office management, including information technology, facilities, safety and general services.
- Oversee public sector procurement processes and transactions.
- Review and process public requests for information.
- Update and maintain website content.
- Lead or manage projects from inception to implementation.
- Independently organize work, set priorities, meet critical deadlines, and coordinating multiple priorities with designated timelines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain confidentiality of sensitive information.
- Demonstrate excellent customer service skills.
- Collect, evaluate, and interpret varied information and data, either in statistical or narrative form, and maintain accurate records and files.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 (12<sup>th</sup>) grade supplemented by specialized training or coursework in office or business administration, and three (3) years of broad and progressively responsible administrative program support experience.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions with no direct exposure to hazardous physical substances. Employees may interact with upset

Administrative Coordinator

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staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## CUSTODIAN

### **DEFINITION**

Under general supervision, washes the exterior of El Dorado Transit vehicles and cleans and maintains the interior; operates the automatic vehicle washing equipment; performs routine maintenance and cleaning duties of El Dorado Transit offices, facilities and vehicles; uses a variety of custodial tools, equipment and supplies; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is a fully qualified journey-level classification responsible for performing the full range of vehicle washing/cleaning and custodial duties for El Dorado Transit offices and sites, working independently, and exercising judgment and initiative. 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.

### **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.*

- Using a variety of materials and equipment, cleans the exterior and interior of El Dorado Transit vehicles; operates automatic vehicle washing equipment; ensures interior seats and flooring are properly maintained in a tidy condition; cleans and maintains automatic bus washing equipment.
- Performs a diverse range of custodial duties in El Dorado Transit facilities and sites; cleans offices, facilities, bus shelters and bus stops; monitors conditions of facilities and reports the need for maintenance and repair.
- Sweeps, mops and scrubs floors; removes trash; cleans windows; wipes down and dusts ceilings, walls, and doors; dusts furniture and equipment.
- Maintains bus stop locations by performing tasks such as cleaning, installing and repairing bus stop signs, benches and shelters; removes graffiti; replenishes and stocks bus schedules and public notices.
- Follows label instructions to mix and dilute cleaners, disinfectants and stripping agents for proper use.
- Uses a variety of custodial tools, equipment and supplies, maintains equipment and supplies in proper condition.
- Closes windows, and locks doors to secure facilities and vehicles.
- Keeps basic records of work performed.
- Performs landscape maintenance at various sites; mows lawns; trims bushes and removes weeds; ensures that walkways and paths are clear of debris.
- Operates all transit vehicles.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Proper cleaning methods, and the use of cleaning materials, and disinfectants.
- Proper use of automatic vehicle washing equipment.
- Use and minor maintenance of hand and power tools and equipment used in custodial work.
- Safety practices when working with tools, equipment and cleaning materials.
- Techniques for providing a high level of customer service by effectively dealing with the public and El Dorado Transit staff.
- Basic record keeping practices.

### **Ability to:**

- Wash vehicles and maintain interiors in a clean and tidy condition.
- Perform general custodial tasks within an office and maintenance/shop environment.
- Understand and follow written and oral instructions.
- Demonstrate excellent customer service skills.
- Present a positive public image of the transit system.
- Communicate clearly and concisely, both orally and in writing.
- 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 eighth (8<sup>th</sup>) grade and six (6) months of custodial work experience.

### **Licenses and Certifications:**

- Possession of, and ability to maintain, a valid 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 Driver's License with a passenger endorsement and no air brake restriction; and maintain a safe driving record throughout employment.

## **PHYSICAL DEMANDS**

Must possess mobility to work in an indoor setting and operate cleaning equipment and tools; vision to read printed materials; and hearing and speech to communicate in person. Standing in and walking between work areas is frequently required. Finger dexterity is needed to operate tools and equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

## **ENVIRONMENTAL CONDITIONS**

Employees predominately work indoors in an office or other indoor facility environment, and typically during non-standard hours with frequent exposure to dirt, dust, hazardous substances, and human or animal bodily fluids; occasionally works outdoors in all weather conditions and temperatures.

**WORKING CONDITIONS**

- Must be willing to work outdoors in all weather conditions and to work weekends, evening shifts, and overtime as necessary.



## **EQUIPMENT TECHNICIAN I/II**

### **DEFINITION**

Under immediate (Equipment Technician I) or general (Equipment Technician II) supervision, performs skilled maintenance repairs on El Dorado Transit vehicles; drives buses on road tests, identifies and corrects unsafe conditions; diagnoses, rebuilds and overhauls buses, vans, automobiles and other equipment operated by El Dorado Transit; performs installations and repairs of accessories, such as heaters, mirrors, wheelchair lifts, and safety devices; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate (Equipment Technician I) or general (Equipment Technician II) supervision from management or supervisory staff. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

*Equipment Technician I:* This is the entry-level classification in the Equipment Technician series. Initially under close supervision, incumbents learn and perform routine maintenance and repair of a wide variety of motorized equipment. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Equipment Technician II:* This is the fully qualified journey-level classification in the Equipment Technician series responsible for performing the full range of motorized equipment maintenance and repair duties as assigned, working independently, and exercising judgment and initiative. 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 Maintenance and Facilities Supervisor in that the latter serves as the first level supervisor and assigns, directs and reviews the work of assigned staff, and performs the most difficult troubleshooting and repair work.

Positions in the Equipment Technician class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level; progression to the Equipment Mechanic II level is dependent on (i) satisfactory work performance; (ii) the incumbent meeting the minimum qualifications for the classification; (iii) management affirmation that the position is performing the full range of duties assigned to the classification, and (iv) management approval for progression to the II level.

### **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.*

*Positions at the Equipment Mechanic I level may perform some of these duties in a learning capacity.*

- Performs skilled maintenance and repair of transit vehicles such as buses, vans, and automobiles; diagnoses, repairs and overhauls gas, diesel and alternative fuel vehicle engines.
- Diagnoses and repairs air brakes and hydraulic systems, re-lines, re-brushes and re-builds cams, brake pots, valves and related braking system components.
- Performs major and minor repairs of front and rear suspension, bushing replacement of king pins, sway bars, strut rods, and trailing arms.
- Adjusts and replaces air bags leveling valves and alignments as needed.
- Repairs and replaces drive lines, U-joints and retarder components, overhauls rear ends, automatic transmissions, and related components.
- Diagnoses, repairs and maintains vehicle air brakes and hydraulic systems.
- Rebuilds and replaces wheelchair lift, hydraulic pumps, cylinder, control valves, motors and related components.
- Diagnoses, repairs power and manual steering systems; electrical systems, starters and alternators and related systems, components and parts.
- Diagnoses, repairs, cleans, adjusts and installs, fuel injection, ignition, electrical and cooling systems.
- Conducts safety checks and operational tests on transit vehicles and related equipment in accordance with Highway Patrol guidelines.
- Road tests transit vehicles; drives buses, vans and automobiles as required; inspects and repairs vehicles in shop and in field.
- Reads and interprets manuals, drawings and specifications; estimates labor, material and equipment and orders parts required to complete assignments.
- Makes oral and written reports of work performed; completes forms and keeps accurate maintenance records.
- Modifies and fabricates new parts for transit vehicle and equipment.
- Uses and maintains a full set of hand, power and shop tools and test equipment related to the work.
- Observes safe work methods and utilizes safety equipment related to the work; safely handles and disposes of hazardous waste materials.
- Performs related duties as assigned.

## **QUALIFICATIONS**

*Positions at the Equipment Mechanic I level may exercise some of these knowledge and abilities statements in a learning capacity.*

### **Knowledge of:**

- Methods, techniques, parts, tools, materials and equipment used in the overhaul, repair and maintenance of diesel and gasoline-powered transit vehicles and equipment.
- Operational characteristics of a diverse range of transit vehicles and equipment.
- A variety of diagnostic methods and techniques for troubleshooting equipment malfunctions.
- Operation and maintenance of a wide variety of hand, power and shop tools and equipment common to the field, including electric and gas welding equipment.
- Safe work methods and safety regulations pertaining to the work.
- Business mathematics.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

### **Ability to:**

- Perform a diverse range of skilled maintenance tasks in support of a comprehensive vehicle maintenance program,
- Troubleshoot, diagnose and repair a wide variety of transit vehicles and equipment.
- Operate and maintain a variety of hand, power and shop tools and equipment used in the work.
- Estimate necessary materials and equipment to complete assignments.
- Exercise independent judgment and initiative without close supervision.
- Read and interpret manuals, specifications and drawings.
- Understand and following oral and written instructions.
- Maintain accurate logs, records, and basic written records of work performed.
- Make accurate arithmetic calculations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:*

#### Education:

*Equipment Technician I/II: Equivalent to completion of the twelfth (12<sup>th</sup>) grade supplemented by specialized training in vehicle and equipment maintenance.*

#### Experience:

*Equipment Technician I: Two (2) years of experience in the skilled maintenance and repair of vehicles such as buses, vans and automobiles.*

*Equipment Technician II: Four (4) years of increasingly responsible experience in the skilled maintenance and repair of vehicles such as buses, vans and automobiles, or two (2) years of experience at a level equivalent to El Dorado Transit's Equipment Technician I classification.*

### **Licenses and Certifications:**

#### Equipment Technician I:

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.
- Possession of, or ability to obtain, a California Class B Driver's License with passenger endorsement and no air brake restriction within ninety (90) days of appointment to the classification; and to maintain a safe driving record throughout employment.
- Ability to successfully become certified in air brakes.
- Ability to successfully obtain an EPA Class II Air Conditioning License.

#### Equipment Technician II:

- Possession of a California Class B Driver's License at time of appointment to the classification, and to maintain a safe driving record throughout employment.

- Possession of an Air brake certification to be maintained throughout employment.
- Possession of an EPA Class II Air Conditioning License to be maintained throughout employment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in and around a standard workshop setting, to operate a motor vehicle and drive on highways, county roads, and surface streets; strength, stamina, and mobility to perform medium to heavy physical work, to work around machines, to climb and descend ladders, and to operate varied hand and power tools, equipment, and machinery; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect vehicles and equipment. 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**

Work is primarily performed in a vehicle workshop environment, and occasionally in the field; incumbents are exposed to loud noise levels, vibration, chemicals, dust, paint fumes, mechanical and electrical hazards, grease, oils, solvents, machinery with extremely hot surfaces and moving parts, moving objects or other vehicles, as well as cold and hot temperatures, inclement weather conditions, and road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



October 2017  
FLSA: Exempt

## FINANCE MANAGER

### **DEFINITION**

Under administrative direction; plans, directs and manages the staff and operations of El Dorado Transit's finance functions; areas of responsibility include financial reporting, general accounting, payroll, accounts payable and receivable, budget and cash flow; performs the most difficult and sensitive, professional accounting, financial, and budgetary work; works with the Executive Director in developing and implementing fiscal related policy and procedures; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Executive Director. Exercises direct supervision over technical, and/or administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification which oversees, directs and participates in El Dorado Transit's major financial activities and programs comprising financial reporting, general accounting, payroll, accounts payable and receivable, budget and cash flow. The incumbent assists the Executive Director in the short and long-term planning, development and administration of fiscal policies, procedures and services. Successful performance of the work requires an extensive professional background as well as skill in coordinating fiscal operations with those of other El Dorado Transit departments and public agencies.

### **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.*

- Assumes management responsibility for El Dorado Transit's fiscal functions including financial reporting, general accounting, payroll, accounts payable and receivable, budget and cash flow; directs and monitors all financial activities to ensure compliance with mandated financial reporting requirements and professional standards.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; effectively recommends and implements disciplinary actions and other personnel matters.
- Assists in the development of goals, objectives, policies, and priorities for fiscal functions and activities including El Dorado Transit's annual operating and capital improvement budgets; implements approved policies and procedure.
- Coordinates the development and administration of El Dorado Transit's annual budget; works with departments to determine and forecast funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Prepares all required reports for compliance with financial operations including Annual Financial and Compliance Audits, Annual State Controllers report, National Transit Database reports, annual Government Compensation Report and bi-annual Transportation Development Act claims; prepares financial statements, projections and monthly, quarterly and annual reports for presentation to the Executive Director, the Board of Directors and the general public.

- Serves as a resource to management on the development of grant applications; ensures that all grant funding is properly accounted for and in compliance with the terms and conditions of the grant.
- Evaluates alternative courses of action and makes recommendations which may include such areas as organizational structure, staffing, asset management, public capital financing, investment practices, banking services for public agencies, budget, cost analysis, facilities, equipment, productivity, or policy or procedure modifications.
- Performs professional accounting, payroll or financial analysis which require the review of a variety of reports and records, investigation and reconciliation of information, the control of fiscal records and journals, and the reconciliation/balancing of general ledgers, fund accounts and similar records.
- Participates in El Dorado Transit Board of Director meetings; prepares and presents various fiscal operations performance related reports.
- Directs the maintenance of fiscal records and files, including records related to operational and capital expenditures or improvements, general accounting, payroll, grant funding and related documents.
- Attends and participates in professional group meetings; stays current with new trends and innovations in the financial management field.
- Serves as El Dorado Transit's financial services representative with external agencies, private organizations and the general public.
- Receives and resolves issues presented by El Dorado Transit's employees and the general public regarding fiscal matters that require the use of judgment and the interpretation and application of policies, rules and procedures.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Services provided within a governmental fiscal operation including financial reporting, general accounting, payroll, accounts payable and receivable, budget and cash flow.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the fiscal function.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Budgetary and fiscal auditing principles and practices, including Generally Accepted Accounting Principles (GAAP) and Government Accounting Standards Board (GASB).
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles, practices, and techniques of agency budget preparation, maintenance, and administration.
- Fiscal, accounting and financial recordkeeping and bookkeeping principles and practices.
- Methods and techniques of preparing and maintaining general ledgers.
- Complex mathematical principles including general accounting and financial and statistical calculations.
- Principles and practices of customer service.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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:**

- Provide administrative, management, and professional leadership.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards for the department to ensure staff can meet a wide variety of priority deadlines.
- Independently organize work of self and staff, set priorities, meet critical deadlines, and coordinate multiple priorities with designated timelines.
- Exercise initiative and sound independent judgment within policy guidelines.
- Perform complex and difficult fiscal, accounting, auditing, and budgetary work.
- Prepare complete statistical records and financial reports including those required by federal and state agencies.
- Research, analyze, and make recommendations on administrative, management, and procedural practices; complex and sensitive administrative, budgetary, operational, programmatic, and organizational issues; evaluate alternatives; and reach sound conclusions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Lead or manage projects from inception to implementation.
- Perform budget analysis, preparation, and monitoring.
- Maintain confidentiality of sensitive information.
- Direct the maintenance of accurate fiscal records and files.
- Effectively represent El Dorado Transit in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 a bachelor's degree from an accredited four-year college or university with major course work in finance, accounting, business administration or a related field, and six (6) years of increasingly responsible professional financial program experience, including two (2) years in a management capacity.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve

and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## FISCAL TECHNICIAN I/II

### **DEFINITION**

Under general supervision (Fiscal Technician I) to direction (Fiscal Technician II), perform paraprofessional and clerical accounting work required in the processing and maintenance of fiscal and statistical records for El Dorado Transit's financial functions; areas of responsibility include, but are not limited to, accounts payable, accounts receivable, payroll, and cash handling; assists in compiling information and data for financial reports; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision (Fiscal Technician I) or direction (Fiscal Technician II) from the Finance Manager. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

*Fiscal Technician I:* This is the entry-level classification in the Fiscal Technician series. Initially under close supervision, incumbents learn and perform fiscal related duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Fiscal Technician II:* This is the fully qualified journey-level classification in the Fiscal Technician series responsible for performing the full range of paraprofessional accounting support duties in assigned areas which include, but are not limited to, accounts payable, accounts receivable, payroll, and cash handling. Positions at this level 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.

Positions in the Fiscal Technician class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level; progression to the Fiscal Technician II level is dependent on (i) satisfactory work performance; (ii) the incumbent meeting the minimum qualifications for the classification; (iii) management affirmation that the position is performing the full range of duties assigned to the classification, and (iv) management approval for progression to the II level.

### **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.*

*Positions at the Fiscal Technician I level may perform some of these duties in a learning capacity.*

- Performs paraprofessional and clerical accounting work required in the processing and maintenance of fiscal and statistical records for El Dorado Transit's financial functions; areas of responsibility include, but are not limited to, accounts payable, accounts receivable, payroll, and cash handling.
- Administers the payroll process; maintains up to date employee and agency information in the payroll system; reviews and verifies time cards and confirms leave requests/balances; verifies pay increases and computes any retro-active pay; confirms benefits, retirement and deferred compensation contributions and related deductions; ensures compliance with bargaining unit agreements and individual selections; calculates and processes manual checks; submits documents to payroll system vendor; checks and confirms payroll prior to final processing; submits reports to retirement and deferred compensation providers.
- Administers the accounts payable function; collects and assembles invoices and confirms proper documentation and signatures; sets invoices up for payment; maintains all accounts payable vendor accounts in automated system; reconciles all accounts payable invoices to monthly statements received; investigates and resolves discrepancies; sets up, processes and distributes checks; reviews accounts payable general ledger entries for accuracy prior to month end closing.
- Assists in the collection of monies owed to El Dorado Transit; works with external service providers. and maintains accounts receivable files and records.
- Assists in the compilation and distribution of fiscal reports; places fiscal data into spreadsheets or automated system for report generation.
- Coordinates and processes monthly ALTA client orders; reviews authorizations to ensure they are current; prepares monthly check sheets for drivers for billing purposes; prepares ALTA monthly billing for scrip and passes.
- Prepares and distributes pass fare merchandise to retail locations; prepares sales packages, which include scrip, passes, and a log sheet; reconciles sales for each site and prepares deposit; resolves fare discrepancies.
- Counts and reconciles daily deposits from transit system fare boxes; confirms and deposits funds.
- Logs incoming checks and prepares bank deposits; reconciles bank deposit slips weekly and resolves discrepancies.
- Assists with the purchasing function by entering and processing purchase orders in the system; verifies bid paperwork is complete and includes authorized signatures; maintains purchase order files.
- Performs general office support; answers the telephone and assists callers or directs to correct staff member; organizes and maintains various files; types correspondence, reports, and forms; sets up yearly fiscal year files; prepares files for archival.
- Positions assigned to this classification may be required to operate a motor vehicle to pick up and deliver materials, or to attend business related meetings.
- Performs related duties as assigned.

## **QUALIFICATIONS**

*Positions at the Fiscal Technician I level may exercise some of these knowledge and abilities statements in a learning capacity.*

### **Knowledge of:**

- Public agency financial operations and services including, but not limited to, accounts payable, accounts receivable, payroll, and cash handling.
- Principles and practices of automated financial record keeping systems.
- Methods, practices, and procedures of bookkeeping, including accounts receivable, and accounts payable processes.
- Public agency payroll processes, including retirement plan and benefits providers reporting processes.

- Public agency procurement processes, rules and regulations.
- Cash handling principles and techniques.
- Methods and techniques of balancing cash transactions, and bank statements.
- Methods and techniques of reconciling accounts and statements.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Complex recordkeeping principles and practices.
- Business mathematical principles.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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:**

- Provide technical support to the full range of fiscal services.
- Coordinate services with external service providers and internal departments.
- Respond to and effectively prioritize multiple requests for service.
- Research and compile data for fiscal reports and records.
- Organize and maintain accurate fiscal files and records.
- Make accurate arithmetic calculations.
- Demonstrate excellent customer service skills.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Understand and carry out oral and written directions.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- 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:*

**Education and Experience:**

*Fiscal Technician III:* Equivalent to completion of the twelfth (12<sup>th</sup>) grade supplemented by specialized training in accounting, payroll or a related field.

*Fiscal Technician I:* Two (2) years of experience performing a variety of technical fiscal, accounting, and financial record keeping duties.

*Fiscal Technician II:* Three (3) years of increasingly responsible experience performing a variety of technical fiscal, accounting, and financial record keeping duties, or one (1) year of technical fiscal

program support experience at a level equivalent to the El Dorado Transit's classification of Fiscal Technician I.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Class C Driver's License and a safe driving record throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and no exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## **HUMAN RESOURCES MANAGER**

### **DEFINITION**

Under administrative direction, plans, directs and manages the staff and activities of El Dorado Transit's human resources functions; areas of responsibility include benefits administration, leaves of absences, employee relations, labor relations, recruitment and selection, classification and compensation, training and policy and procedures interpretation; performs the most difficult and sensitive analytical work in the assigned functional areas; works with the Executive Director in developing and implementing human resources program strategies; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Executive Director. Exercises direct supervision over technical, and/or administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification which oversees, directs and participates in El Dorado Transit's human resources program comprising benefits administration, leaves of absences, employee relations, labor relations, recruitment and selection, classification and compensation, training and policy and procedures. Serves as a resource to the Executive Director and other managers on human resources program short and long-term planning, and the development of policies and procedures. Performance of the work requires an extensive professional background, as well as skill in coordinating human resources program operations with those of other El Dorado Transit departments, public agencies and professional contracted services.

### **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.*

- Assumes management responsibility for El Dorado Transit's human resources programs; directs, supervises, and evaluates the work of staff and activities; plans, develops, coordinates, conducts, and implements or directs the implementation of a variety of human resources related projects and/or programs.
- Selects, trains, motivates, and evaluates assigned personnel and the work of professional consultants; works with employees on performance issues; responds to staff questions and concerns; effectively recommends and implements disciplinary actions and other personnel matters.
- Assists in the development and implementation of goals, objectives, policies, and priorities for human resources programs.
- Assists in managing and participates in the development and administration of human resources' annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Identifies legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance; prepares and submits reports in a timely manner.

- Conducts recruitment effort for all personnel including developing job announcements, screening applicants, conducting interviews, maintaining eligibility lists and extending job offers; plans and conducts new employee orientation to foster a positive attitude toward the organization's goals.
- Administers and maintains records of benefits, leave and retirement plans; serves as liaison between CalPERS and employees; manages Consolidated Omnibus Budget Reconciliation Act (COBRA) notices for all employees and coordinates with CalPERS; manages all leaves of absences in compliance with state and federal laws.
- Analyzes, interprets and advises management and supervisory personnel on labor laws and labor contract language.
- Coordinates training related programs including, but not limited to, management training for interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment; contracts with outside vendors to provide employee training including the coordination of mandatory employee trainings.
- Advises El Dorado Transit management and Board in appropriate resolution of employee relations issues and disciplinary actions; works in conjunction with management and union representatives to coordinate meetings on labor relation issues; represents El Dorado Transit in personnel-related hearings and investigations.
- Administers El Dorado Transit's Drug and Alcohol program to comply with the U.S. Department of Transportation Federal Transit Association (FTA) program, including preparing the annual FTA Drug and Alcohol Report.
- Administers performance review program and salary administration program to ensure effectiveness, compliance, and equity within the organization; conducts wage surveys within the labor market to determine competitive wage rate processes increases and/or salary adjustments.
- Prepares employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations; prepares reports and recommends procedures to reduce absenteeism and turnover.
- Coordinates safety and workers compensation program activities; in conjunction with other management, investigates accidents and prepares reports for insurance carrier; acts as a liaison between County Risk Management, insurance carriers and El Dorado Transit and its employees; maintains workers compensation files and coordinates return to work programs with insurance carriers.
- Interacts on a regular basis with internal management, external agencies and the general public on human resources program matters.
- Attends and participates in professional group meetings; stays current with new trends and innovations in the field of human resources management.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the human resources function.
- Principles, practices, and techniques of human resources management in a public agency setting including, recruitment and selection, leave and benefits program management, classification and compensation, performance evaluations, employee/labor relations and training and development.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility.
- Principles and practices of conducting investigations.
- Principles of labor contract negotiation, and labor contract language and implementation.

- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures.
- Principles, practices, and techniques of training and development.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- Principles and practices of maintaining complex and diverse employment related records and files.
- 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:**

- Provide administrative, management, and professional leadership.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards for the human resources function.
- Plan and conduct effective management, administrative, and operational studies.
- Research, analyze, and make recommendations on administrative, management, and procedural practices; complex and sensitive administrative, budgetary, operational, programmatic, and organizational issues; evaluate alternatives; and reach sound conclusions.
- Develop, organize, coordinate, and implement varied projects.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Interact professionally on a regular basis with government officials, Board of Directors, County officials and the community at large.
- Maintain confidentiality of sensitive information.
- Lead or manage projects from inception to implementation.
- Collect, evaluate, and interpret varied information and data, either in statistical or narrative form.
- Direct the maintenance of accurate records and files.
- Effectively represent El Dorado Transit in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work of self and staff, set priorities, meet critical deadlines, and coordinate multiple priorities with designated timelines.
- Exercise initiative and sound independent judgment within policy guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Speak effectively before groups of customers or employees of organization.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 a bachelor's degree from an accredited four-year college or university with major coursework human resources management, business administration, public administration or a related

field, and six (6) years of increasingly responsible professional human resources program experience, including two (2) years in a management capacity.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Class C Driver's License and a safe driving record throughout employment.
- Possession of a PHR certification at date of appointment to the classification; an SPHR certification is preferred.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## **MAINTENANCE AND FACILITIES SUPERVISOR**

### **DEFINITION**

Under direction, assigns, directs and reviews the work of staff responsible for supporting El Dorado Transit's maintenance operations; functional areas of responsibility include transit vehicle and equipment maintenance and repair, inventory and parts control, and building and facilities maintenance; diagnoses and performs skilled mechanical repair work; plans, develops and trains staff on standard operating procedures and safe working conditions; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Operations Manager. Exercises direct supervision over technical, and/or administrative support staff.

### **CLASS CHARACTERISTICS**

This is a first level working supervisory classification responsible for planning, organizing, supervising, reviewing and evaluating, the work of assigned operations and maintenance staff in the functional areas of vehicle and equipment repair, inventory and parts services, and facilities maintenance. This position also performs the more difficult, technical, complex, or specialized work of the unit. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment within established guidelines. Positions in this classification rely on experience and judgment to ensure vehicles and equipment are properly maintained in a safe working condition and that they afford the highest level of safety for staff and public use. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **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.*

- Plans, directs, supervises, and evaluates the work of assigned staff; organizes, schedules, and assigns work; sets priorities and follows up to ensure coordination and completion of assigned work; reviews work quality to ensure equipment are properly maintained in a safe working condition and that they afford the highest level of safety for staff and public use.
- Participates in the hiring of assigned staff; evaluates employee performance, counsels employees, and effectively recommends and implements disciplinary actions and other personnel matters.
- Schedules work and authorizes leaves, ensuring the effective, efficient, and timely completion of all work.
- Coordinates activities with those of other divisions, departments, and outside agencies to meet the needs, goals, and objectives of the department.
- Plans, develops and trains staff on standard operating procedures and safe working conditions including work methods, the use of tools and equipment and relevant safety precautions.

- Inspects and evaluates equipment which require service or repair; prepares work orders; estimates time and material requirements; directs the ordering and maintenance of an adequate inventory to accomplish assigned jobs.
- Performs the most complex skilled mechanical repair work assigned to the series; conducts testing on equipment; drives vehicles and operates a wide variety of equipment.
- Reads and interprets shop manuals and specifications in performing work; overhauls, repairs and maintains vehicles, equipment, engines, driveline components, fluid drives, pumps and their component fuel, electrical, computer, hydraulic and power transmission systems.
- Prepares and maintains a variety of reports and records, including timecards, worksheets, work orders, reports, maintenance requests, etc.
- Recommends special work required or necessary equipment maintenance; obtains estimates for required services and materials and recommends vendors.
- Ensures that appropriate safety precautions and equipment are being utilized; conducts safety meetings; ensures appropriate accident reports are filed.
- Schedules and coordinates activities with outside vendors; serves as liaison between other departments and staff regarding policies and procedures and to resolve problems.
- Provides technical expertise in the vehicle procurement process.
- Responds to emergency situations as necessary.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Operational characteristics of a diverse range of transit vehicles and equipment.
- A variety of diagnostic methods and techniques for troubleshooting equipment malfunctions.
- Principles and practices of inventory control and materials handling/distribution.
- Principles and practices of facilities maintenance.
- Methods, techniques, parts, tools, materials and equipment used in the overhaul, repair and maintenance of diesel, gasoline-powered and alternative fuel transit vehicles and equipment.
- Operation and maintenance of a wide variety of hand, power and shop tools and equipment common to the field, including electric and gas welding equipment.
- Safe work methods and safety regulations pertaining to the work.
- Recordkeeping, report preparation, and filing systems and methods.
- Principles and practices of data collection and report generation.
- Business mathematics.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Direct the work of staff performing vehicle maintenance, inventory control and facilities maintenance.
- Perform the most complex vehicle and equipment skilled maintenance tasks.
- Inspect the work of others and maintain established quality control standards.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Independently organize work of self and staff, set priorities, meet critical deadlines, and coordinate multiple priorities with designated timelines.
- Interpret, explain, and apply policies, laws, and procedures related to the assigned area.
- Troubleshoot, diagnose and repair a wide variety of transit vehicles and equipment.
- Operate and maintain a variety of hand, power and shop tools and equipment used in the work.
- Estimate necessary materials and equipment to complete assignments.
- Read and interpret manuals, specifications and drawings.
- Maintain accurate logs, records, and written records of work performed.
- Make accurate arithmetic calculations.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy guidelines.
- 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 (12<sup>th</sup>) grade supplemented by specialized training in vehicle and equipment maintenance, and five (5) years of increasingly responsible experience in the skilled maintenance and repair of vehicles such as buses, vans and automobiles.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid 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 Driver's License with a passenger endorsement and no air brake restriction; and maintain a safe driving record throughout employment.
- Must obtain certification for inspection and repair of brakes on commercial vehicles under Federal Motor Carrier Safety Regulations (49 CFR, Part 396-25) within twelve (12) months.
- Must obtain EPA Class II Air Conditioning License within twelve (12) months.

**PHYSICAL DEMANDS**

Must possess mobility to work in and around a standard workshop setting; to operate a motor vehicle and drive on highways, county roads, and surface streets; strength, stamina, and mobility to perform medium to heavy physical work, to work around machines, to climb and descend ladders, and to operate varied hand and power tools, equipment, and machinery; vision to read printed materials and a computer screen;

and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect vehicles and equipment. 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**

Work is primarily performed in a vehicle workshop environment, and occasionally in the field; incumbents are exposed to loud noise levels, vibration, chemicals, dust, paint fumes, mechanical and electrical hazards, grease, oils, solvents, machinery with extremely hot surfaces and moving parts, moving objects or other vehicles, as well as cold and hot temperatures, inclement weather conditions, and road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## **MAINTENANCE TECHNICIAN**

### **DEFINITION**

Under general supervision, provides technical support to El Dorado Transit's maintenance operations; areas of responsibility include inventory control, warehouse storage, parts distribution and semi-skilled facilities maintenance and repair tasks involving electrical, plumbing, carpentry, and painting trades; coordinates activities with other departments and external organizations as necessary; prepares and maintains records and files; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is the fully qualified journey-level classification responsible for performing the full range of assigned inventory control and facilities maintenance duties, working independently, and exercising judgment and initiative. 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 Maintenance and Facilities Supervisor in that the latter serves as the first level supervisor who plans, directs and reviews the work of assigned maintenance and 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.*

- Provides technical support to El Dorado Transit's maintenance operations; areas of responsibility inventory control, warehouse storage, parts distribution and semi-skilled electrical, plumbing, carpentry, and painting facilities maintenance tasks.

### **When Assigned to Inventory Control/Warehouse Operations**

- Within established guidelines, sources, purchases, inventories, stocks and issues mechanical parts to maintenance staff; orders, stocks and maintains inventory levels for uniforms and janitorial supplies; obtains supervisor or management approval for all purchases.
- Assists in inventory control and recommends replenishment of supplies; assesses stock levels, and in conjunction with supervisor or manager, establishes re-order points to generate the automatic re-ordering process.
- Sources and obtains bids from multiple vendors as required; performs price comparison research when ordering parts and makes recommendations on vendors and services based on this research; ensures recommendations are compliant with El Dorado Transit's procurement policies and procedures.

- Check shipments to ensure correct contents and condition/quality of same; verifies delivery receipts against purchase orders; distributes and/or stores contents; submits paperwork for processing invoices.
- Performs record keeping methods related to the maintenance of inventory and the tracking of assets/parts allocated to individual vehicles.
- Performs pick-up and delivery of vehicles and parts as needed.

#### **When Assigned to Facilities Maintenance:**

- Performs a variety of semi-skilled work in the maintenance, cleaning and repair of El Dorado Transit buildings, facility, vehicles and equipment including maintaining rural bus stops and shelters not under commercial contract.
- Prepares materials and schedules waste disposal pick-up for used oil, filters, solids, antifreeze and contaminated fuel; makes appropriate updates to the California Environmental Reporting System based on waste disposal.
- Performs daily inspection of bus yard, cleans up any oil spills or waste materials.
- Assists with road call repairs, performs pre-trip inspections of El Dorado Transit vehicles and drives replacement buses or vehicles to the site of a breakdown.
- Inspects storm drains, replacing as necessary, tests water samples and PH levels; and maintains records of monthly drain inspections and water sample tests.
- Maintains the bus washer, keeping the bus washer clean, serviced with soap, and free of odor.
- Fuels vehicles when necessary, checks fluid levels, tires, belts, lights etc.
- Performs related duties as assigned.

#### **QUALIFICATIONS**

##### **Knowledge of:**

- Principles and practices of inventory control and materials handling/distribution.
- Stock and warehousing practices including the operation of forklifts and related equipment.
- Common materials and parts used in a vehicle maintenance environment.
- Sources for obtaining a variety of automotive and bus parts, supplies, equipment and tools.
- El Dorado Transit and public procurement practices, policies and procedures.
- Business mathematics.
- Methods, practices, and materials used in performing semi-skilled trades work for electrical, plumbing, carpentry, and painting maintenance and repair tasks.
- The safe use and operation of a variety of tools and equipment used in building and repair and maintenance.
- Proper cleaning methods, and safe usage of cleaning materials and disinfectants.
- Use and minor maintenance of hand and power tools and equipment used in facilities maintenance work.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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 work performed.

##### **Ability to:**

- Source and recommend vendors for a diverse range of vehicle maintenance equipment and supplies.

- Read and interpret a variety of vendor catalogs; order parts within established procedures.
- Enter and retrieve inventory information from an automated inventory system
- Perform heavy manual work in lifting and moving stock;
- Determine appropriate location of parts within the maintenance facility or parts room.
- Work with supervisor to establish re-order points and monitor system for same.
- Perform a diverse range of semi-skilled tasks in facilities maintenance.
- Safely perform routine cleaning and maintenance of El Dorado Transit facilities.
- Operate handheld power tools used for facilities maintenance.
- Safely operate forklifts, other stockroom equipment and motor vehicles.
- Demonstrate excellent customer service skills.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 (12<sup>th</sup>) grade and two (2) years of experience providing technical support to maintenance programs in either a trades or inventory control capacity.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.
- Ability to obtain a California Class B Driver's License with passenger endorsement and no air brake restriction within ninety (90) days of employment; and maintain a safe driving record throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in and around a standard workshop and warehouse setting, to operate a motor vehicle; strength, stamina, and mobility to perform medium to heavy physical work, to work around machines, to climb and descend ladders, and to operate varied hand and power tools, equipment, and machinery; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves frequent walking in operational areas to perform work. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. 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**

Work is primarily performed in a workshop and warehouse environment; incumbents are exposed to loud noise levels, vibration, chemicals, dust, paint fumes, mechanical and electrical hazards, grease, oils, solvents, machinery with extremely hot surfaces and moving parts, moving objects or other vehicles, as well as cold and hot temperatures, and inclement weather conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## OFFICE ASSISTANT I/II

### **DEFINITION**

Under immediate (Office Assistant I) or general (Office Assistant II) supervision, performs a variety of office administrative and clerical tasks in support of assigned areas of responsibility which includes, but is not limited to, general administration, customer service, human resources and marketing; provides customer service assistance to the general public and transit customers; maintains a wide variety of records and files; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate (Office Assistant I) or general (Office Assistant II) supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

*Office Assistant I:* This is the entry-level classification in the Office Assistant series. Initially under close supervision, incumbents learn and perform office clerical administrative support duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Office Assistant II:* This is the fully qualified journey-level classification in the Office Assistant series responsible for providing the full range of administrative and clerical support to assigned areas. Positions at this level 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.

Positions in the Office Assistant class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level; progression to the Office Assistant II level is dependent on (i) satisfactory work performance; (ii) the incumbent meeting the minimum qualifications for the classification; (iii) management affirmation that the position is performing the full range of duties assigned to the classification, and (iv) management approval for progression to the II level.

### **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.*

*Positions at the Office Assistant I level may perform some of these duties in a learning capacity.*

- Performs a variety of office administrative and clerical tasks in support of assigned areas of responsibility including, but not limited to, general administration, customer service, human resources and marketing.

- Answers the phone and directs calls; processes incoming mail; assists the public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies and procedures.
- Receives and responds to inquiries from the general public and/or transit customers; provides information on transit services including, but not limited to, routes, schedules, fares, and rules/regulations; distributes literature; as requested, determines best possible route and schedule for customers and computes/quotes rates for trips.
- Performs cash handling duties; maintains cash box to sell fare merchandise; collects money, makes change and issues receipts.
- Composes, types, formats, and proofreads a wide variety of letters, documents, flyers, brochures, calendars, and memoranda; types from rough drafts, or verbal instructions; checks drafts for punctuation, spelling, and grammar.
- Provides administrative support to the human resources function including, but not limited to, assisting with the recruitment process by processing correspondence, scheduling interviews and assisting with the preparation of interview materials; completes reference checks; assists with the preparation of new hire materials and enters all applicant/candidate information into an EEO tracking spreadsheet.
- Provides administrative support to the marketing and planning function including, but not limited to, compiling, editing and entering data from surveys, reports and ridership reports; assistance in the placement of ads, press releases and public notices; coordinating the production and distribution of promotional materials, bus timetables and related literature; and assisting with outreach and social media activities.
- Compiles information and data for reports and other documents; prepares, assembles and distributes reports, manuals, articles, announcements, and other informational materials.
- Maintains a variety of automated and manual files, logs, and records; using a computer, enters data to maintain and update records.
- Maintains office supplies and processes request orders.
- Positions assigned to this classification may be required to operate a motor vehicle to pick up and deliver materials, or to attend business related meetings.
- Operates standard office machines such as computer, printer, copier, fax, etc.
- Performs related duties as assigned.

## **QUALIFICATIONS**

*Positions at the Office Assistant I level may exercise some of these knowledge and abilities statements in a learning capacity.*

### **Knowledge of:**

- General office and clerical practices and procedures.
- El Dorado Transit and assigned departments programs, goals, and policies and procedures.
- Basic recordkeeping principles and practices.
- Business letter writing and the standard format for typed materials.
- Basic mathematical principles and cash handling techniques.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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:**

- Perform clerical administrative and office support tasks related to the department to which assigned.
- Respond to multiple requests for assistance and determine priorities.
- Organize and maintain accurate files and records.
- Type accurately at speeds necessary for successful job performance.
- Make accurate arithmetic calculations.
- Research and compile a variety of information and materials.
- Demonstrate excellent customer service skills.
- Compose routine correspondence from brief instructions.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:*

**Education and Experience:**

Office Assistant III: Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

Office Assistant I: One (1) year of experience performing general clerical or administrative duties.

Office Assistant II: One (1) year of general clerical or administrative experience at a level equivalent to the El Dorado Transit's class of Office Assistant I.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



October 2017  
FLSA: Exempt  
Safety Sensitive

## **OPERATIONS MANAGER**

### **DEFINITION**

Under administrative direction, plans, directs and manages the staff and of El Dorado Transit's transit operations functions; areas of responsibility include passenger service operations, maintenance, dispatch, safety and customer service; assumes responsibility for ensuring that driver staff are trained, and that vehicles are properly maintained to ensure the highest level of safety for the public and staff; performs the most difficult and sensitive analytical work in the assigned functional areas; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Executive Director. Exercises direct supervision over supervisory, professional, technical, and/or administrative support staff. Supervision may be exercised through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for El Dorado Transit's passenger services operations, maintenance, dispatch, safety and customer service functions, and for ensuring that the services provided comply with established and mandated service standards and requirements with particular emphasis on the highest level of safety provided to the public and staff. The incumbent serves as a resource to the Executive Director and other managers in the short and long-term planning, development and administration of operational policies, procedures and services; performance of the work requires an extensive professional background, as well as skill in coordinating transit operations with those of other El Dorado Transit departments and public agencies.

### **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.*

- Assumes management responsibility for El Dorado Transit's operations functions including passenger services, maintenance, dispatch, safety and customer service; directs, supervises, and evaluates the work of staff and activities; plans, develops, coordinates, conducts, and implements or directs the implementation of a variety of projects and/or programs related to transit operations and functions; manages special projects and service contracts; ensures all operations and services are conducted in a safe manner and comply with mandated rules, regulations, policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel, including staff represented under a collective bargaining agreement, and the work of professional consultants; works with employees on performance issues; responds to staff questions and concerns; effectively recommends and implements disciplinary actions and other personnel matters.
- Assists in the development and implementation of goals, objectives, policies, and priorities for operations functions and activities.
- Assists in managing and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and

supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

- Responds to requests from internal customers, the public and from other governmental and private entities for information about El Dorado Transit's services; serves as a representative at various community events and meetings to conduct presentations on its services.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures and recommends actions to increase operational effectiveness.
- Analyzes ridership information, coordinates schedules, and prepares recommended routes; coordinates the publication of schedules and acts as a liaison with various agencies served.
- Plans, organizes, and directs the driver route bid including implementing the driver seniority bid selection process.
- Plans, coordinates and directs the driver safety, training and accident prevention program; establishes annual safety and training goals; coordinates the driver safety awards recognition program.
- Performs project management tasks including developing the scope of work, and negotiating contracts and purchase orders for capital and operational projects.
- Assists in the direction of the fleet acquisition and vehicle maintenance program; develops bid specifications, and prepares useful life and replacement plans.
- Receives, investigates, resolves and responds to complaints from drivers, passengers, and citizens regarding transit services.
- Participates in El Dorado Transit's Board of Directors meetings; prepares and presents various operations performance related reports.
- Evaluates alternative courses of action and makes recommendations which may include such areas as organizational structure, staffing, facilities, equipment, budget, cost analysis, productivity, or policy or procedure modifications.
- Directs the maintenance of files and records relevant to all functional areas.
- Attends and participates in professional group meetings; stays current with new trends and innovations in the field of transit planning and operations.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the transit function.
- Policies, procedures and terminology related to the transit/transportation field.
- Operations and services provided by a public transit agency.
- Transit planning and operations practices, including route scheduling.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to transit operations.
- Terms and conditions within labor agreements relevant to workforce managed.
- Methods and techniques of evaluating operational efficiencies and making recommendations for improvements.
- Operational characteristics of vehicles and equipment used in transit agencies and associated maintenance and acquisition requirements.
- Principles and practices related to the safe, efficient and effective transportation of a diverse range of passengers.
- Driving safety regulations and Vehicle Code provisions governing the work.
- Methods and techniques involved in conducting analytical studies of administrative and management

- practices, methods, and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation including computers and software relevant to the work performed.

**Ability to:**

- Provide administrative, management, and professional leadership.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards.
- Independently organize work of self and staff, set priorities, meet critical deadlines, and coordinate multiple priorities with designated timelines.
- Research, analyze, and make recommendations on administrative, management, and procedural practices; complex and sensitive administrative, budgetary, operational, programmatic, and organizational issues; evaluate alternatives; and reach sound conclusions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Lead or manage capital and operational projects from inception to implementation.
- Maintain confidentiality of sensitive information.
- Review and interpret varied information and data, either in statistical or narrative form, and prepare reports.
- Design, develop and implement programs to ensure optimal safety for staff and the general public in all transit operations functions.
- Effectively represent El Dorado Transit in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 a bachelor's degree from an accredited four-year college or university with major coursework in transportation management or logistics, business administration, public administration or a related field, and six (6) years' increasingly responsible professional transit program experience, including two (2) years in a management capacity.

### **Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.
- Possession of a valid California Class B driver's license with a passenger endorsement and no air brake restriction; and maintain 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

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions; and occasionally in the workshop or field environment where incumbents are exposed to loud noise levels, vibration, chemicals, dust, paint fumes, mechanical and electrical hazards, grease, oils, solvents, machinery with extremely hot surfaces and moving parts, moving objects or other vehicles, as well as cold and hot temperatures, inclement weather conditions, and road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

- Ability to work early morning, evening, weekend, and holidays as required.



## **PLANNING AND MARKETING MANAGER**

### **DEFINITION**

Under administrative direction, plans, directs and manages the staff and of El Dorado Transit's planning and marketing functions; performs the most difficult and sensitive analytical work in the assigned functional areas; works with the Executive Director and other management in developing and implementing marketing and planning strategies; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Executive Director. Exercises direct supervision over technical and/or administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification which oversees, directs and participates in El Dorado Transit's marketing and planning activities and programs comprising the development and implementation of effective marketing techniques and route planning/communication programs. Serves as a resource to the Executive Director and other managers on marketing and planning program short and long-term planning, and the development of policies and procedures. Performance of the work requires an extensive professional background, as well as skill in coordinating marketing and planning operations with those of other El Dorado Transit departments, public agencies and non-profit organizations.

### **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.*

- Assumes management responsibility for planning and marketing functions; directs, supervises, and evaluates the work of staff; plans, develops, coordinates, conducts, and implements or directs the implementation of a variety of projects and/or programs related to planning and marketing functions.
- Selects, trains, motivates, and evaluates assigned personnel and the work of professional consultants; works with employees on performance issues; responds to staff questions and concerns; effectively recommends and implements disciplinary actions and other personnel matters.
- 
- Assists in the development and implementation of goals, objectives, policies, and priorities for planning and marketing functions and activities.
- Assists in managing and participates in the development and administration of the marketing and planning annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of the budget and approves expenditures; directs and implements adjustments as necessary.
- Develops El Dorado Transit's annual marketing plan, combining and linking El Dorado Transit policy, market research and analysis; evaluates the effectiveness of various marketing tools; creates a schedule of specific promotions and advertising campaigns, and a strategy for evaluating the effectiveness of those activities.

- Represents El Dorado Transit at various community events and meetings and presents information on El Dorado Transit's services as requested.
- Plans and schedules promotional activities; conducts advertising campaigns; writes copy for publications and broadcasts; creates promotions for specific services and/or market segments as determined through analysis of ridership reports.
- Researches and prepares grant applications; provides oversight and day to day management for grant funded programs from inception to closure.
- In conjunction with other management, develops, organizes and coordinates long and short-term planning projects for existing and future transportation service and facility needs in the service area; prepares annual updates of the agency's ADA Paratransit Plan and provides input to El Dorado County Transportation Commission's Regional Transportation Plan.
- Responsible for implementing El Dorado Transit's bus stop program; works with El Dorado Transit's operations staff on the selection of new sites, and rearrangement of existing sites; coordinates the installation of bus stop signs, benches and shelters, acting as a liaison with outside agencies for necessary permits and approvals and maintaining an inventory of bus stop locations.
- Performs project management tasks including, but not limited to, developing Requests for Proposals, contract development, project budget and schedule control.
- Participates in El Dorado Transit's Board of Directors meetings; prepares and presents various marketing and planning operations and performance reports.
- Coordinates various employee recognition events, such as the Annual Transit Driver Safety Awards meeting and the Employee of the Month program; promotes internal employee relations activities directed at developing pride in self and the agency.
- Evaluates alternative courses of action and makes recommendations which may include such areas as organizational structure, staffing, facilities, equipment, budget, cost analysis, productivity, or policy or procedure modifications.
- Responds to requests from internal customers, the public and other governmental and private entities for information about El Dorado Transit's planning and marketing functions.
- Attends and participates in professional group meetings; stays current with new trends and innovations in the marketing and transit planning field.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the planning and marketing function.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Marketing techniques and strategies, including public relations, techniques for graphic design and lay-outs, art media and printing copy, and survey research techniques.
- Principles and practices of transit route planning and development.
- Community, business and retail demographics and geographic locations as they relate to transit route planning.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures.
- Principles, practices, and techniques of agency budget preparation, maintenance, and administration.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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:**

- Provide administrative, management, and professional leadership.
- Select and supervise staff, ensure work is performed effectively, provide training and development opportunities and evaluate performance in an objective and positive manner.
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards.
- Plan, organize, implement and coordinate transit marketing and planning projects meeting deadlines and budgets.
- Research, analyze, and make recommendations on administrative, management, and procedural practices; complex and sensitive administrative, budgetary, operational, programmatic, and organizational issues; evaluate alternatives; and reach sound conclusions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work of self and staff, set priorities, meet critical deadlines, and coordinate multiple priorities within designated timelines.
- Maintain confidentiality of sensitive information.
- Lead or manage projects from inception to implementation.
- Collect, evaluate, and interpret varied information and data, either in statistical or narrative form.
- Prepare memoranda, correspondence, reports and clear copy for marketing publications and collateral.
- Direct the maintenance of accurate records and files.
- Effectively represent El Dorado Transit in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 a bachelor's degree from an accredited four-year college or university with major coursework in marketing, advertising, public relations, business administration, or a related field, and six (6) years of increasingly responsible professional marketing or public relations program experience, including two (2) years in a management capacity.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid 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 Driver's License; maintain a safe driving record throughout employment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



## **SAFETY COORDINATOR**

### **DEFINITION**

Under direction, plans, organizes and supervises El Dorado Transit's safety and security program including the development and implementation of on-going training and safety programs for all personnel; ensures safety programs are in compliance with all federal, state and local safety, health and environmental regulations, as well as industry standards; assists in the administration of the risk management program; and performs other duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from assigned management staff. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a single-position classification that is responsible for overseeing El Dorado Transit's safety and security programs. Responsibilities include overseeing the agency Safety Committee, developing, planning and scheduling training and safety programs and remedial or refresher training and assisting in the investigation of all accidents. Positions in this classification rely on experience and judgment to ensure the efficient and effective delivery of safety and security related programs. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **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.*

- Develops, coordinates, oversees and participates in the day-to-day operation of programs designed to reduce risk and ensure workplace safety and facility security; performs a variety of professional level duties involved in the implementation and coordination of various safety management programs including security, training, safety, environmental compliance, and emergency preparedness programs.
- Reviews, develops and updates safety related policies and procedures as required by law or as necessary; maintains transit safety-related manuals and documentation, including preparing and distributing communications; posts and maintains facility safety bulletin board with current information.
- Provides content recommendations to develop and maintain a diverse range of policies and procedures manuals including but not limited to, El Dorado Transit's Driver's and Maintenance Handbook, Safety and Security Prevention Plan (SSPP), Safety Management System (SMS) and Injury and Illness Prevention Plan (IIPP).

- Establishes and implements safety training objectives; plans, develops, schedules, conducts, or arranges for regulatory and other safety/health related training; maintains records and database; prepares reports.
- Conducts audits and analyzes hazards, accidents, and injuries; develops findings, prepares reports, and makes recommendations to management on risk mitigation.
- Performs investigations which can include: interviewing accident witnesses and victims, observing work site practices, and performing research on prior incidents, with the goal of identifying trends and additional areas for training; tracks accident and incident investigations and develops safety training programs to mitigate future loss.
- Performs operational safety reviews and audits; monitors employee's exposure to various safety risks and provides guidance to use of safety equipment; assists with the recommendations for safety features for vehicle and equipment procurement; conducts regular facility, park and ride and bus stop safety inspections; and prepares reports on findings for remediation of safety issues.
- Oversees and participates in the development and maintenance of a comprehensive security program including security and facility access badge system, training employees, creating access protocols, evaluating systems, and serving as a liaison with external vendors and public safety/law enforcement agencies.
- Develops and maintains El Dorado Transit's Emergency Preparedness Program, including program development and updating changes to reflect regulatory requirements; provides training and annual drills; coordinates with other agencies.
- Conducts the internal Safety Committee; serves as a representative for El Dorado Transit with external organizations.
- Attends and participates in professional group meetings; stays current with new trends and innovations in the field of safety and risk program management.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices and methods of administering and coordinating a comprehensive operational and employee safety and security program.
- Policies, regulations, specifications and requirements governing industrial safety, loss, prevention, environmental compliance, disaster control, emergency preparedness, and accident prevention for industrial and office environments.
- Recent and on-going developments, current literature and sources of information related to training and health and safety programs.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, including California OSHA requirements.
- Occupational hazards and standard safety procedures.
- Records management principles and practices
- Business mathematics.
- Methods and techniques involved in conducting analytical studies of risk and safety matters.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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:**

- Apply principles, practices and methods of administering and coordinating a comprehensive employee training and development programs.
- Develop and provide access for employees to training programs that address new and ongoing policies, regulations, specifications and requirements governing industrial safety, loss, prevention, environmental compliance, disaster control, emergency preparedness, and accident prevention for industrial and office environments.
- Apply applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Apply records management principles and practices.
- Comprehend, read and analyze a variety of administrative and technical data and to prepare reports and operating procedures.
- Evaluate safety programs for cost-effectiveness and recommend improved methods of delivering effective programs.
- Independently organize work, set priorities, meet critical deadlines, and coordinating multiple priorities with designated timelines.
- Maintain confidentiality of sensitive information.
- Collect, evaluate, and interpret varied information and data, either in statistical or narrative form, and maintain accurate records and files.
- Effectively represent El Dorado Transit in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 a bachelor's degree from an accredited four-year college or university with major course work in risk management, occupational health and safety or closely related field, and three (3) years of increasingly responsible workplace safety and risk management program experience.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.
- Possession of, or ability to obtain within ninety (90) days, a Class B Driver's License with a passenger endorsement and no air brake restriction; and maintain a safe driving record throughout employment.
- Ability to obtain Verification of Transit Training (VTT) certification
- Ability to obtain First Aid and CPR certifications within twelve (12) months of appointment to the classification.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment; ability to operate a motor vehicle and visit various service area or meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees periodically work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, hazardous physical substances and fumes. Employees may interact with upset staff or public and private representatives while interpreting and enforcing departmental policies and procedures.



## **TRANSIT DISPATCHER**

### **DEFINITION**

Under general supervision, dispatches and schedules transit vehicles in accordance with established policies and procedures; provides direction and information to drivers regarding the timely routing of transit service; schedules and coordinates passenger trips including paratransit services; updates passenger locations/schedules and routes using computer aided software; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or 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 dispatch duties in all assigned areas. 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 Operations Supervisor/Transit 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.*

- Dispatches and schedules transit vehicles in accordance with established policies and procedures; operates a two-way radio system and/or phone system to dispatch transit vehicles and drivers.
- Performs preparatory work at the beginning of each shift; assigns vehicles to drivers; distributes keys and tablet computers; coordinates repair work and vehicle substitution to maintain service levels; monitors and reports driver tardiness, attendance and situational occurrences to supervisors.
- Directs drivers regarding the timely and efficient routing of transit services; troubleshoots navigation system issues and resolves operating problems.
- Schedules and coordinates passenger trips, including Americans with Disability Act (ADA) complementary paratransit service; updates passenger locations/schedules and routes; may coordinate schedules and prepare recommended routes.
- Uses a variety of automated systems in the course of work including computer aided software, and navigation and radio systems.
- Receives and screens visitors and telephone calls, including customer inquiries or complaints regarding service; provides factual information which requires the interpretation of policies and procedures; maintains log of incoming customer calls, radio transmissions and other data; resolves problems or refers to higher level staff.
- Advises staff and other concerned agencies of emergency situations, weather conditions, road closures and other matters.
- Performs operations related administrative tasks; receives and verifies billing summaries and drivers'

paperwork to ensure accuracy and confirm that monies received are consistent with drivers' paperwork; compiles statistical information, including ridership information, for funding purposes.

- Operates a variety of office equipment including computers and specialized software relevant to work performed; may prepare and type a variety of schedules, reports, driver trip sheets, memoranda and correspondence.
- Maintains a variety of office files, logs and records.
- Assists in the driver route bid process through the preparation of route segments into runs and the description of these runs in a formalized regular process.
- As operations necessitate, may serve as a Transit Operator and perform all duties assigned to that classification.
  
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Public agency transit operations and services.
- Methods and techniques of transit dispatching and scheduling.
- Methods and techniques of day-to-day transit operations problem solving.
- Geographic locations within El Dorado Transit's service areas.
- Operational characteristics of specialized transit communication systems and devices.
- Record keeping principles and practices.
- Transit related State and Federal mandates.
- Emergency response procedures.
- Safety regulations including Vehicle Code and CHP regulations.
- Seasonal weather and road conditions affecting transit service routing.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit 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 work performed.

### **Ability to:**

- Perform transit dispatch and scheduling duties in an efficient and effective manner.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Present a positive image of the transit system.
- Demonstrate excellent customer service skills.
- Respond decisively and effectively in resolving problems and emergency situations.
- Support drivers and passengers regarding day-to-day operational situations.
- Operate a diverse range of communications equipment and devices.
- Maintain accurate documentation in logs, records and files.
- Use initiative and sound judgment within established guidelines.
- Compile operational information and input data into a computer.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 (12) grade and two (2) years of experience performing dispatch duties, preferably in a transit environment.

**Licenses and Certifications:**

- Possession of, and ability to maintain, a valid California Class C 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 valid Class B driver's license with a passenger endorsement and no air brake restrictions, and maintenance of a safe driving record throughout employment.
- Possession of, or ability to obtain within 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 standard office setting and use standard office equipment; ability to operate a motor vehicle and visit various service area sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification although standing and walking between work areas may be required; incumbents may be required to sit for long periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

When assigned as a Transit Operator, must be able to meet the physical demands of that classification. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees occasionally work in the field and may be exposed to traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, hazardous physical substances and fumes. Employees may interact with upset staff or public and private representatives while interpreting and enforcing departmental policies and procedures.

When assigned as a Transit Operator, must be able to work within the environmental conditions of that classification.

**WORKING CONDITIONS**

Must be willing to work early morning, evening, weekend, and holidays as required.



## **TRANSIT OPERATIONS SUPERVISOR**

### **DEFINITION**

Under direction, provides day to day supervision and oversight of El Dorado Transit's vehicle operator and dispatch operations functions; oversees all demand response scheduling, ensuring efficiency and productivity, and oversees all ADA requests and scheduling; regularly conducts monitoring duties associated with road vehicle operation supervision, vehicle trials, fare vault audits and daily vehicle inspection; oversees and ensures appropriate staff training; assists in policy and procedures implementation; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from assigned management staff. Exercises direct supervision over technical, and/or administrative support staff.

### **CLASS CHARACTERISTICS**

This is a full supervisory-level classification that exercises independent judgment on diverse and specialized transit services, needs and operational requirements, with significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day transit vehicle operations and dispatch areas, and is responsible for providing highly technical support to the Operations Manager in a variety of areas. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Operations Manager in that the latter has full management and supervisory authority for planning, organizing, and directing the full scope of activities of the department.

### **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.*

- Plans, organizes, assigns, supervises, and reviews the work of vehicle operator and dispatch staff in the Operations Department; assists in the recruiting and hiring of drivers and dispatchers; assists in developing and presenting their initial and ongoing in-service training; provides policy guidance and interpretation to staff; evaluates employee performance and works with employees to correct deficiencies; effectively recommends and implements disciplinary actions and other personnel matters.
- Assists in staff selection and promotion activities.
- Oversees daily operational activities; performs all scheduling tasks associated with drivers such as, bid routes, leave requests, sick coverage; receives immediate "driver not reporting for duty" phone calls; locates replacement drivers to ensure sufficient coverage.
- Performs route planning and implementation tasks; oversees all demand response and ADA requests for services; ensures operational efficiencies and productivity when preparing schedules; checks

- schedules and routes; notes special passenger pickup locations, route detours, and wheelchair accessibility requirements.
- Schedules and regularly performs monitoring activities such as road supervision, vehicle trial checks, fare vault audits and daily vehicle inspections; prepares reports on same for use in staff performance evaluation and development.
  - Ensures the provision of safety training for all assigned staff; coordinates and/or delivers training; schedules and leads regular driver and dispatcher safety and training meetings; provides driver and dispatcher training on emergency evacuation procedures, snow, ice and other weather-related road conditions.
  - Provides training for driver certification and maintenance of VTT certificate, Class B, passenger and air brake endorsement; documents all training in the driver training records; acts as liaison with CHP and DMV regarding certification and training record documentation.
  - Monitors activities of the assigned work unit; recommends improvements and modifications, and prepares various reports on operations and activities.
  - Recommends and implements goals, objectives, policies, and procedures pursuant to El Dorado Transit rules and regulations.
  - Responds to customer inquiries or complaints regarding service; provides information and resolves problems; refers to manager as needed.
  - Responds to the scene of transit vehicle accidents and passenger incidents; provides on the scene assistance to drivers and passengers; acts as Safety Liaison with various agencies, including police and emergency authorities as necessary.
  - Investigates accidents and incidents; makes prompt and accurate reports; reviews investigation with drivers; determines accident preventability; recommends appropriate corrective actions.
  - Monitors and directs the work of others related to the bus cleaning program and assists in driving vehicles to and from repair shops.
  - Communicates with employees on a consistent basis regarding the quality of their service, including complimenting and recognizing appropriate and exemplary performance, providing direction or training to improve performance and administering or recommending progressive discipline as needed.
  - Ensures all dispatch equipment is maintained and in operational condition and that policy and procedures manuals are updated; participates in planning and implementing operations related automated systems.
  - Attends and participates in professional group meetings; stays current with new trends and innovations in the field of transit operations.
  - Assures that ample supplies and equipment are on hand or on order for the successful operation of the dispatch office.
  - Perform communication and dispatch duties on a relief basis or when assigned.
  - Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Methods and techniques of scheduling routes and dispatching appropriate vehicles.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to transit operations.
- Driving safety regulations and Vehicle Code provisions governing public transit safe driving practices.
- Geographic locations within El Dorado Transit's service areas.

- Operational characteristics of vehicles and equipment used in transit agencies.
- Operational characteristics of dispatch communication systems and devices.
- Safety practices related to daily transit system operations, and seasonal safety training needs.
- ADA (American's with Disabilities Act) regulations regarding public transit operations.
- Methods and techniques of operator maintenance and vehicle safety inspection.
- Methods and techniques of day-to-day transit operations problem solving.
- Emergency response procedures including First Aid and CPR.
- El Dorado Transit's policies and practices regarding reviewing/reporting accident/incident reports to a third-party administrator.
- Terms and conditions within labor agreements relevant to workforce managed.
- Methods and techniques of evaluating operational efficiencies and making recommendations for improvements.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination including computers and software relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Implement goals, objectives, policies, procedures, and work standards.
- Independently organize work, set priorities, meet critical deadlines, and coordinate multiple priorities with designated timelines.
- Provide driver training in the classroom and behind-the-wheel.
- Organize and present safety and training materials to small and large groups.
- Operate public transit vehicles skillfully and safely.
- Present a positive image of the transit system.
- Demonstrate excellent customer service skills.
- Respond decisively and effectively in resolving problems and emergency situations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain confidentiality of sensitive information.
- Policies, procedures and terminology related to the transit/transportation field.
- Review, investigate, and prepare accident or incident reports.
- Perform transit operations, including transit dispatching and scheduling.
- Perform safe driving practices, safety regulations and Vehicle Code provisions governing the work.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 (12<sup>th</sup>) grade, and two (2) years of transit vehicle operation experience at a level equivalent to El Dorado Transit's classification of Transit Operator.

**Licenses and Certifications:**

- Possession of a valid California Class B driver's license with a passenger endorsement and no air brake restriction; and maintain a safe driving record throughout employment.
- Possession of a Verification Transit Training (VTT) certification.
- Possession of or, ability to obtain within twelve (12) months from date of hire, a "Train-the-Trainer" certificate or, similar certification as required by El Dorado Transit.
- Possession of, or ability to acquire a valid First Aid certificate.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment; ability to operate a motor vehicle and visit various service area sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification although standing and walking between work areas may be required; incumbents may be required to infrequently operate a transit vehicle when driving staff are not available. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees frequently work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, hazardous physical substances and fumes. Employees may interact with upset staff or public and private representatives while interpreting and enforcing departmental 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 work related phone calls and emergency situations in off hours consistent with operational policies and procedures.



## **TRANSIT OPERATOR**

### **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 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 (12<sup>th</sup>) 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.