

TRANSPORTATION SERVICES ASSISTANT (CPT)

Job Summary:

Under general supervision, assists in various transportation related services and programs, including safety and security duties with the City's fixed route operations provided by the Transportation Services Division.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Assists in promoting safety and security awareness of the City's fixed route operations.
2. Receives and investigates complaints concerning disruptive passengers and other information from circuit bus drivers, site supervisors and the public.
3. Disseminates information and advises appropriate departmental personnel, other agencies and the public of existing or potential problems.
4. Assists with the establishment and maintenance of cooperative working relationships between the community and the Transportation Services Division.
5. Functions as a liaison with schools, law enforcement agencies.
6. Assists in identifying the causes and resolutions to problems of disruptive individuals on Circuit buses and at bus stop locations.
7. Prepares and maintains routine reports and correspondence related to the Transportation Services Division.
8. Monitors bus stop locations for safety conditions and required amenities and reports any deficiencies to appropriate personnel for correction.
9. Registers and certifies residents for transportation services programs and excursions.
10. Answers phones and responds to inquiries.
11. Performs related duties as required.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Graduation from high school or GED and one (1) year of full-time, paid experience in dealing with the public concerning transportation services-related complaint procedures, investigations or public safety and security. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Basic methods of investigation.
- Routine record-keeping techniques.
- Public relations methods and practice.
- City boundaries.
- Appropriate safety practices and procedures.

- Applicable sections of the California Vehicle Code.
- Interpersonal skills, using tact, patience and courtesy

Skill and/or Ability to:

- Learn City organization, operations and policies.
- Learn Transportation Services Division operations and procedures.
- Act quickly and effectively in emergencies.
- Deal tactfully and effectively with the public.
- Learn to identify potential problems involving youth, geography and possible gang activity.
- Establish and maintain cooperative and effective working relationships with others.
- Observe and promote safety practices and procedures.
- Understand and follow oral and written directions.
- Maintain routine records and reports.

License:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of valid driver's license and reflects driving record.

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require mobility to stand, stoop, climb, reach and bend.
- Perform work which involves lifting, pushing and/or pulling objects which may weigh approximately 50 pounds.
- May be required to stand for long periods and/or walk long distances.
- Is subject to inside and outside environmental conditions.
- Required to drive to different locations in the City.
- May be required to work weekends and evenings.
- May be required to use City and/or personal vehicle in the course of employment.