



Transportation Supervisor Assistant (Part Time)

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
381	Non-Exempt	1 – Service Transportation	AFSCME	4	Revised 10-10	09-032	1 of 2

DEFINITION: Under close supervision, provides assistance to Transportation Supervisors in order to coordinate the efficient, safe, and on-time movement of AC Transit fixed-route operations assigned to Trans-bay service operating via the Transbay Transit Center (TTC).

REPORTS TO: The Assistant Transportation Superintendent at the TTC, an assigned Transportation Supervisor, or designee.

REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:

- Provides assistance to Transportation Supervisors and Bus Operators at the TTC.
- Provides assistance to TTC passengers with questions and issues regarding fares, schedules, wayfinding and boarding. Investigates and resolves minor passenger complaints.
- Guides customers safely to and from buses, and through crosswalks and walkways.
- Directs Bus Operators during emergencies, critical situations, equipment breakdowns, and service delays, when Transportation Supervisors are not available.
- Reports discrepancies and unsafe conditions to Transportation Supervisors; and recommends and implements corrective actions, as instructed.
- Disseminates safety information, and monitors adherence to safety regulations, traffic laws, and District policies and procedures in support of the District’s goal to provide safe, courteous, and reliable transit service.
- Prepares written incident reports.
- Replaces paper and ink in ticket machines, troubleshoots simple malfunctions, and assists with vaulting machine.
- May assist Transportation Supervisors with data entry, and other administrative tasks.
- Performs related duties, as required.



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MINIMUM QUALIFICATIONS:

Knowledge Of: The current Collective Bargaining Agreement; fare structures and routes; division dispatching functions; principles and practices of supervision and employee motivation; District routes, schedules, and fare structures; AC Transit Personnel Rules and Regulations; the Operator User Guide, and principles of conflict resolution.

Ability To: Comply with, and disseminate the District’s safety rules, policies, and procedures; proactively seek and implement ways to improve the daily operations of the TTC; continually multi-task and prioritize work effectively; investigate and analyze both routine and emergency situations; handle matters of a confidential nature; use standard office software for word processing and spreadsheets at an intermediate level of proficiency; learn and effectively use new computer software programs at an intermediate level of proficiency after an initial training period; communicate effectively both orally, and in writing in a team environment; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Education: Equivalent to completion of 12th grade.

Experience: Equivalent to three (3) years as either a full-time Bus Operator; or in a customer service or operations position in a public transit environment.

Additional Requirements (Internal Candidates): (1) No suspensions in District employment for disciplinary reasons; (2) no passenger complaints resulting in the administration of discipline, and no adverse entries within the last twelve months; (3) no at-fault accidents within the last eighteen months; and (4) must be able to demonstrate competency with currently used computer programs for word processing and spreadsheets at an intermediate level of proficiency, and operate a keyboard.

License Requirements: Must possess or obtain, and maintain a valid California Class C Driver License, and meet the District’s safe driving requirements.

Physical Requirements: Must maintain the physical ability necessary to: stand, walk, and climb bus stairs frequently; grasp, lift, hold, and manipulate light items under twenty (20) pounds frequently, such as laptop computers, cell phones, clipboards and writing implements; occasionally lift heavier items and materials up to fifty (50) pounds, such as buckets and bags of absorbent materials; and occasionally stoop, kneel, or bend. Must maintain normal vision and hearing (with or without correction) on a constant basis.

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This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is not intended to reflect all duties performed within the job.	Est. 10/09. 1 st revision 10/10	Approved by Mary V. King, Interim General Manager: _____	Date:
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