



POSITION DESCRIPTION FORM

POSITION INFORMATION					
Position Title	OPERATIONS COORDINATOR			FLSA Status	<input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/> Exempt
Location/Base	Port Angeles, Washington	FTA Safety-Sensitive	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Pay Range	12
Reports To	Operations Manager	Represented Position	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Supervision	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Position Action	<input checked="" type="checkbox"/> Establishment <input type="checkbox"/> Update		Effective Date		08/14/2025
POSITION SUMMARY					
<p>Under the direction of the Clallam Transit System (CTS) operations manager, or designee, the position supports the operations department as assigned including coordination of employee schedules, time, attendance, leave, and timekeeping processes to include tracking and reporting activities. Responsible for accident reporting and tracking activities, customer complaints and grievances, and agency records management activities.</p>					
ESSENTIAL FUNCTIONS					
<p><i>All essential functions to be performed at the department manager's discretion and direction.</i></p> <p>General: Works under the direct supervision of the operations manager, or designee, and general direction of the general manager. The following list of characteristic duties is not intended to serve as a comprehensive list of all duties performed by an employee in this classification. It is a representative summary of the primary duties and responsibilities. Performs all functions of the position with or without accommodation.</p> <p>Functional Areas: Coordinates all timekeeping activities within the operations department. Serves as the recording secretary for safety, accident, and scheduling committees. Tracks and monitors operations personnel leave balances, holidays, and attendance. Processes annual safety awards. Provides for employee accident tracking and claims coordination and reporting to Washington State Insurance Pool (WSTIP). Provides for the communication of agency fixed-route services routes and changes to the public through current media. Responsible for CTS lost and found processing. Assists with development of documents needed for department workflow. Responsible for tracking and reporting ridership and NTD reporting.</p> <p>Performance of Duties: Duties must be conducted in a timely manner to meet agency, department, state, and federal deadlines and requirements. Provides oversight for operation's non-represented employee weekly schedules and bid assignments. Responsible for uniform ordering, monitoring allowances, issuing, replacing, and inventory. Provides lockers, trip bags, and uniforms for all agency operators.</p> <p>Records Management Maintains accurate operations department records in accordance with applicable retention schedules. Maintains department records in a logical and accessible manner.</p> <p>Grant Writing: Research and secure funding to support projects to include safety awards grant applications.</p> <p>Administrative Support: Provides support to the operations manager and the operations department. Monitor, respond, and distribute customers emails, phone calls and messages, and in person communications. Responsible for ensuring department documents are updated and supplied. Monitor and order department office supplies.</p> <p>Professionalism: Conducts duties professionally, with the highest of ethical standards, and exercises discretion of confidential or sensitive information. Demonstrates the example of expected behavior. Develops and maintains harmonious and cooperative working relationships.</p>					

Safety and Emergency Preparedness: Promotes a culture of safety and individual responsibility within CTS. Complies with the emergency response and loss control program requirements. Promptly reports accidents or incidents and prepares all necessary reports. Participates in training as required.

Working Relationships: Promotes an atmosphere of cooperation and teamwork. Establishes and maintains effective and collaborative working relationships with all internal and external contacts. Engages in proactive and collaborative efforts to reach appropriate resolutions.

Representation: Attends and participates in a variety of agency meetings. Serves on committees as assigned. Provides positive agency representation. Serves as an agency liaison to ensure the highest level of transit mobility in the service area as assigned.

Governance and Planning: Participates in establishing and achieving agency goals. Assists in coordination of activities with other departments and programs.

Communication: Communicates effectively with internal and external representatives to exchange information and resolve issues related to departmental activities. Maintains ongoing communications with the operations manager regarding current and potential issues and engages in proactive resolutions. Provides accurate, timely, and detailed oral and written communications.

Schedule: Consistently reports to work on time as scheduled. May be required to work variable hours and overtime according to assignments. Hours of work may be adjusted for workload necessity or as approved by the department manager.

Other: Performs other duties as assigned.

REQUIRED QUALIFICATIONS

Education and Experience: A high school diploma or high school equivalency certificate (GED) and two years' experience and/or training in public transportation or satisfactory combination of related experience and training providing required knowledge, abilities, and skills.

Licensures and Certifications: A valid Washington State Drivers' License.

Knowledge of: Generally accepted office procedures, methods, and equipment.

Ability to Communicate: Express good oral, written, and interpersonal communication skills. Work effectively with diverse populations. Deliver excellent customer service.

Ability to Use Independent Judgment: Apply position knowledge and agency policies and procedures to determine best methods for work assignments and resolutions of issues. Appropriately refer to supervisor for assistance.

Ability to Use Technology: Computer proficiency in electronic messaging, word processing, management information systems, spreadsheets, and databases with sophisticated software.

Ability to Represent: Positively and professionally represent CTS. Maintain cooperative working relationships and work collaboratively with all internal and external stakeholders.

Other Abilities: Perform all essential functions of the position with or without accommodation. Perform duties in a timely, safe, and accurate manner. Perform multiple tasks simultaneously. Understand and follow work rules and procedures. Follow safe work practices and identify occupational hazards. Travel locally and out of area. Attend trainings and meetings. Be punctual, reliable, and maintain regular attendance. Work overtime as required. Perform work on evenings, weekends, and holidays as required.

PHYSICAL DEMANDS

Spend approximately 75 percent of time sitting at a desk or table. 25 percent of time is divided between walking and standing while performing tasks. Occasional lifting of up to 20 pounds may be necessary. Frequent keyboarding and telephone use. Fluency in written and spoken English. Able to converse and listen at ordinary sound levels.

WORKING CONDITIONS	
<p>Employment: Must pass a background check that may include criminal, financial, employment, and driving histories. Designated as at-will employment and not covered by the collective bargaining agreement. Day and overnight travel may be required.</p> <p>Environment: CTS is a drug and alcohol-free workplace. Duties are performed in an office setting, while sitting at a desk or workstation, using standard office equipment and complex software.</p> <p>Schedule: CTS's workweek is designated from 12:00 a.m. on Sunday through Saturday at 11:59 p.m. Position is scheduled for 40 hours per week. Position is non-exempt and is eligible for overtime in accordance with the Fair Labor Standards Act (FLSA). Hours of work may be adjusted to accommodate workload requirements and overtime may be required.</p>	
APPROVAL	
Acting Department Manager Taron Lee	Date
Human Resources Manager Barb Cox	Date
Acting General Manager Jason McNickle	Date
<p>Disclaimer: The statements contained herein reflect general details as necessary to describe the essential functions of this position, the level of knowledge and skills typically required, and the scope of responsibility. This description of duties should not be considered inclusive of all of the work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workloads. This does not establish a contract for employment and is subject to change at the discretion of the employer.</p> <p>Clallam Transit System is an equal opportunity employer and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans' status, disability status, sexual orientation, or any other basis prohibited by local, state, and federal law.</p>	