



POSITION DESCRIPTION FORM

POSITION INFORMATION					
Position Title	TRANSIT OPERATOR			FLSA Status	Non-exempt
Location/Base	Port Angeles, Washington			FTA Safety-Sensitive	Yes
Reports To	Operations Supervisor	Represented Position	Yes	Supervision	No
Position Action	Update/Revision			Effective Date	06/15/2020
ORGANIZATIONAL STATEMENTS					
<p>Mission: <i>To enhance the quality of life, bolster mobility, and create opportunities through public transit.</i></p> <p>Vision: <i>Provide customer-friendly, reliable, economical, and efficient transportation services to encourage residents and visitors to select Clallam Transit System as an integral part of their routine transportation choices.</i></p>					
POSITION SUMMARY					
<p>Under the direction of the operations supervisor, the transit operator is responsible for operating mass transit vehicles to transport passengers to various destinations within the service area in a safe, timely, and professional manner. This position provides critical contributions to support Clallam Transit System's (CTS) mission.</p>					
ESSENTIAL FUNCTIONS					
<p>General: Works under the direct supervision of the operations supervisor and the general direction of the operations manager, supporting the direction and planning of CTS as a whole. Drives mass transit vehicles in various weather conditions to transport passengers over specified routes to local or distant points and within a defined service area on a demand-responsive basis. Verifies passes, issues day passes, and directs passengers to deposit fare in farebox. Regulates heating, lighting, and ventilation systems on vehicles. Perform all functions of the position with or without accommodation.</p> <p>Schedule: Reports to work on time and as scheduled. Works on-call with variable hours that may include split shifts, evenings, weekends, and holidays as assigned. Works overtime as required. Selects work by seniority.</p> <p>Professionalism: Conducts duties professionally, with the highest of ethical standards, and exercises discretion of confidential or sensitive information.</p> <p>Safety and Emergency Preparedness: Promotes a culture of safety and individual responsibility within CTS. Operates vehicles in a safe and prudent manner. Complies with all traffic regulations and CTS policies/procedures. Inspects vehicles and performs pre-operation, during-operation, and post-operation checks. Promptly reports accidents and prepares all necessary reports. Serves as a safety-sensitive employee, subject to federal and CTS drug and alcohol testing requirements. Complies with the emergency response and loss control program requirements. Participates in training as required.</p> <p>Working Relationships: Promotes an atmosphere of cooperation and teamwork among all levels of CTS. Establishes and maintains effective and collaborative working relationships with all internal and external contacts. Promotes diversity within CTS. Engages in proactive and collaborative efforts to reach appropriate resolutions.</p> <p>Customer Service: Provides courteous and helpful service to customers. Answers questions from passengers about available routes and schedules. Responds to and reports customer concerns appropriately. Deescalates volatile or upset customers. Complies with the Americans with Disabilities Act (ADA) requirements.</p> <p>Representation: Positively represents CTS and serves as a liaison for CTS to ensure the highest level of transit mobility within the service area. Attends and participates in special events within CTS and the community, as assigned.</p>					

Communication: Communicates effectively with all internal and external parties. Maintains ongoing communications with dispatch regarding delays, accidents, and other incidents that may affect operations. Maintains accurate records and prepares written reports as requested

Direction: Participates in achieving CTS goals. Supports and actively contributes to CTS mission, goals, and objectives. Adheres to policies, rules, expectations, and procedures. Participates in CTS committees and training, as assigned.

Other: Performs other duties as assigned.

REQUIRED QUALIFICATIONS

Education and Experience: A high school diploma or high school equivalency certificate (GED) AND five consecutive years of licensed driving experience.

Licensures and Certifications: A valid driver's license. Meet all requirements and obtain a class B Washington State commercial driver's license, with a passenger endorsement and air-brake restriction removed during training period.

Able to Represent: Maintain good grooming standards. Work effectively with other employees and the general public, including vulnerable populations.

Able to Communicate: Express good oral, written, and interpersonal communication skills. Use tact, discretion, confidentiality, and courtesy in all communications. Complete records and reports accurately and timely. Operate the basic functions and word processing programs on a computer or use a smartphone. Deliver excellent customer service.

Able to Be Available and Reliable: Consistently report to work on time as scheduled. Work a variable shift according to work assignments; including split shifts, evenings, weekends, and holidays as required. Work overtime as required. Perform time-sensitive work.

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. Attend trainings and meetings. Perform physical work including providing passenger assistance in accordance with the ADA.

SPECIAL REQUIREMENTS

Driving Record: Possess and maintain a driving record that is acceptable to CTS. Driving record may not contain more than one serious driving violation within the last three years. A serious driving violation is defined as excessive speed (over 15mph), texting or using handheld device while driving (E-DUI), improper lane change, and following too closely.

Automatic Disqualification: Any of the following violations within the last five years will automatically disqualify an applicant from consideration: reckless or negligent driving, DWI/DUI (drugs or alcohol), cited for hit-and-run, vehicular homicide or vehicular assault, open container violation.

PHYSICAL DEMANDS

Vehicle Operation: Approximately 80 percent (80%) of time sitting and operating a 25-40' transit bus over specified routes and schedules. Approximately 20 percent (20%) of time is divided between walking and/or standing during vehicle preparation, scheduled layovers and reporting to work. Conduct pre/post operation vehicle inspections using a metal pipe, lifting the engine compartment cover (25 pounds), and crouching under the vehicle. Frequent pushing/pulling (20 pounds) to turn steering wheel as operators drive both power and manual steering buses. Infrequent overhead pushing/pulling is also required to change destination signs, open or close windows, and adjust mirrors. Physically capable of operating controls of light and mass transit vehicles.

Passengers: Frequently assisting passengers with mobility devices, pushing up to 400 pounds, without assistance. Frequent lifting, bending, and crouching to assist passengers in boarding and exiting vehicle. Kneel or bend to safely assist individuals with the use of securement systems, ramps, and lifts. Physically evacuate passengers in emergent situations.

Sensory: Maintain a U.S. Department of Transportation Medical Certificate. Fluency in written and spoken English. Converse and listen at ordinary sound levels. Exposure to noise and vibration.

WORKING CONDITIONS

Employment: Must pass a background check that may include criminal, employment, and driving histories. Satisfactorily complete a probationary or review period, as applicable. Position is included in the bargaining unit. Position is safety-sensitive subject to drug and alcohol testing in accordance with CTS policy and federal regulations. Maintain a valid class B Washington State commercial driver's license with passenger endorsement and air-brake restriction removed. Wear clean CTS uniform while on duty. Comply with grooming and hygiene standards.

Environment: CTS is a drug and alcohol-free workplace. Duties are primarily performed in the field, using an agency vehicle to travel throughout the county and be exposed to weather conditions. May be exposed to hazards related to adverse weather conditions or vehicular traffic. Frequent exposure to noise and vibration.

Schedule: CTS's workweek is designated from 12:00:00 a.m. on Sunday through Saturday at 11:59:59 p.m. Work variable hours and days including evenings, weekends, and holidays based on assigned work. Work assignments are determined by a seniority bid system. May be assigned from the Port Angeles and/or Forks Base. Position is non-exempt and overtime may be required. Attend and satisfactorily complete training and orientation courses.

APPROVAL

Supervisor/Department Manager Jim Fetzer	Date
Administrative Services Manager Gina Monger	Date
General Manager Kevin E. Gallacci	Date

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.

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.