



Serving Monongalia County, WV

420 DuPont Road • Morgantown, WV • 26501

(304) 296-3680 • Fax: (304) 291-7429

Internet: WWW.Busride.Org • Email: Bus@busride.org

Organization: Monongalia County Urban Mass Transportation Authority

Position: Training Officer

Status: Full-time position

Benefits: Full benefits with 8 paid holidays; 80 hours of paid vacation per year; 96 hours of sick leave per year, plus accrued benefits.

Job Summary

Works under the supervision of and reports daily to the ~~Assistant Manager of-~~ Operations Operations Officer and coordinates with the Human Resources Officer and is reviewed for compliance with established procedures while working, and through review upon task completion. As the Training Officer, this position will provide on-the-job training and classroom training as well as regular driver evaluation and driver coaching. Regular duties include: Lead and assist with various driver training; assist with Fare Box collection, assist with bus inspections, route audits, mileage tracking; assists with complaint investigations; performs monthly Driver evaluations, performs ride-along inspections or reviews video to determine coaching, training and employee development needs of Drivers. This position may also serve as a working Bus Driver and drives a 7-26 ton (GVW) bus and works to provide safe and timely passenger transportation throughout Monongalia County.

To avoid Administrative conflicts of interest, this position will not participate in the monthly performance evaluation Bonus Pool. This position will be responsible for: securing the Garage and related security issues; restocking of driver forms and driver training.

Job Duties and Responsibilities

1. Responsible for securing the Garage, Depot or other operating facilities and overseeing related security issues;
2. Investigates public service complaints of daily bus operations using GPS, GFI and video, etc;
3. Assists with Driver paperwork supplies, restocking and distribution;
4. Oversees and assists with various training to Drivers including: First Aid, CPR, route operations, etc.;
5. Determines job coaching needs and provides such guidance to Drivers;
6. Coordinates with the HR Officer to provide onboarding training for new hires;
7. Assists with Fare Box Collection;
8. Assists with visual bus inspections, route audits and announcement audits;
9. Provides daily management of safety program requirements and needs;
10. Records and Reports GFI counts, fuel usage and repair needs and other data as needed or directed;
11. Observes established transit safety and courtesy guidelines in daily operations;
12. Verifies vehicle fueling and parking procedures;
13. Serves as an emergency responder in the event of a community emergency requiring mobilization of Authority Resources;
14. Drives a passenger bus as part of the hands on training curriculum;
15. Oversees or responds to emergency road-calls and break-downs of MCUMTA transit vehicles and accidents;
16. Provides administrative input, recommendations and constructive criticism as needed;



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17. Promotes an image of professional, courteous service as a representative of the MCUMTA, and
18. Performs related work and duties as needed or assigned.

Equipment Used

Office equipment used on a regular basis includes a personal computer, telephone, copier, radio, credit card system, paging system, calculator. Additionally, this position requires a general operating and maintenance knowledge necessary to understand and respond to operator complaints and repair needs for all MCUMTA vehicles and equipment.

External Contacts with Public and Officials

Employee encounters regular contact with other City and County Departments and employees concerning maintenance and repair needs of vehicles and equipment, and occasional contact in dealing with other transit organizations.

Physical Requirements

Employee spends most of the working day in a normal office setting with occasional trips outside of the office environment. Daily conditions include dirt, dust, noise, odors, fumes, and sudden temperature changes due to physical proximity of various office facilities.

Surroundings

Employee spends an average of eight (8) to ten (10) hours per day working indoors in a garage environment. Daily conditions encountered includes: noise, dirt, odors, dust, fumes, vibration, and poor lighting. Other conditions vary with seasons.

Hazardous Conditions

Hazardous conditions encountered on a daily basis include mechanical hazards working around jacks, hoist and forklift; occasional hazards include explosives, electrical hazards, fire hazards, and contact with potentially hazardous chemicals and road hazards when making road service-calls or working in a garage environment.



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Qualifications

1. Requires a college degree or equivalent education and experience in order to perform daily activities;
2. Requires previous experience serving in a self-directed and responsible administrative, human resource or other position of similar experience;
3. Requires extensive knowledge of various routes, procedures, policies and operational objectives in order to understand and meet operational needs;
4. Requires good grammatical and writing skills;
5. Requires the ability to perform report writing and accounting duties as demonstrated by education skills and previous experience;
6. Requires the demonstrated ability to work independently to achieve desired goals and objectives;
7. Requires experience using a variety of software applications in an office environment, and
8. Requires the demonstrated ability to respond to the public and handle dissatisfied employees, customers and patrons, both in person and on the telephone.
9. Possession of a CDL license with a passenger endorsement;
10. Requires passing a professionally administered pre-employment physical examination certifying employee ability to perform work-related tasks as required.

Desirable Qualifications

1. A college degree with additional training and emphasis in personnel administration, public administration, accounting, or related industry experience.
2. Two (2) or more years of experience working in a similar position;
3. Two (2) or more years working in a supervisory position;
4. Previous experience in the public sector;
5. Previous experience in the transportation industry;
6. Previous experience in a Human Resource position;
7. Advanced writing skills;
8. Extensive experience using a variety of software applications in an office environment;
9. Previous experience driving a passenger bus; and
10. Previous experience dealing with the public in a role of facilitator and mediator to resolve various complaints and issues.