



Title: Lead Event Attendant

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

This purpose of this position is to provide specialized wayfinding information to customers using the Sacramento Regional Transit District’s (RT) bus and light rail service during special events. This is accomplished by communicating wayfinding direction including transit services, schedules, routes, fares, transfers and connection points specifically related to the planned event; responding to customer inquiries, at key locations, related to system changes; service interruptions and emergency situations; providing boarding assistance to large groups and passengers with special needs; assisting with distributing promotional materials, as requested, related to usage of RT’s services during special events. Lead Event Attendants possess a specialized level of knowledge of and experience with RT’s services and therefore will be expected to act as a lead to other event attendants assigned in an area during special events.

This position is classified as Personal Services Contractor, bound by all the provisions of the Public Employees’ Pension Reform Act (PEPRA). The position will be hourly, non-benefitted and non-represented. Incumbents will be required to work varying shifts, including weekends, nights, holidays and during special events in a team environment, or may work alone. Total assignment will not exceed 20 hours per week. This position will be considered a limited term demonstration position for up to 1 year. Incumbents should recognize that the position would be eliminated at any time during that 1 year demonstration period and that no guarantee of continued employee exists.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	L	During special events or other planned activities impacting service, provides RT outreach at bus stops and key light rail station locations by providing a leadership presence to assist passengers with various detailed wayfinding matters including guidance related to the use of RT’s system, directions, purchasing tickets through the specialized automated fare vending system including both fare vending machines and RT’s specialized mobile fare app, boarding and ridership processes, and other advocacy/assistance related to RT transit services. May provide detailed information regarding service, including District procedures related to system changes and	90%



		service disruptions, bus bridges, light rail system interruptions and emergency situations. Maintains safe flow of patrons during special events at bus stops, light rail stations and on RT vehicles. Provides assistance to large groups and passengers with special needs and may assist with distributing promotional materials as requested. Maintains a courteous and friendly demeanor during all interactions. May also provide marketing/advertising assistance with new programs launches, blitzes, etc. that are held at specific remote locations such as bus stops/light rail stations or specific other locations within RT’s geographic footprint. Serves as a lead to other event attendants in a specific area.	
2	L	Attend information/training sessions associated with upcoming events, District policy changes, route changes, etc. May assist in the promotional preparation, presentation and distribution of materials during RT community or special events.	10%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires the knowledge and ability to read and understand written instructions, basic operational processes, and the routine operation of ticketing machines. Level of knowledge is equivalent to four (4) years of high school or equivalent.
Experience	Three years of previous customer support experience is required. Previous District experience in an operations role is highly desired.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training and instructing.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education



	is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper word format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Must pass a Department of Justice criminal background check.



KNOWLEDGE
<ul style="list-style-type: none">• Previous, RT specific knowledge related to the on-time operation of the District’s light rail and bus systems. Detailed knowledge of Sacramento county location of cities, geography, and prominent landmarks/points of interest and how to navigate through RT’s bus and light rail system to access those locations, landmarks and points of interest.• Strong customer service skills.

SKILLS
<ul style="list-style-type: none">• Specialized equipment specific to work environment.

ABILITIES
<ul style="list-style-type: none">• Comprehend detailed customer requests for information or assistance.• Respond to detailed inquiries and requests regarding fares, frequency of service or schedules, transfers and other RT bus and light rail related services and operations.• Communicate specific/detailed information accurately and effectively to customers.• Maintain an enthusiastic, courteous and tactful manner when with customers.• Work cooperatively with others.• Understand and follow instructions and apply procedures.• Stand for several hours in an outdoor work environment.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	C	Communicating with customers; observing work site
Sitting	R	At stations; on light rail or bus
Walking	C	Around worksite
Lifting	O	Supplies
Carrying	O	Supplies; paperwork
Pushing/Pulling	O	Equipment; tickets
Reaching	O	For supplies; for tickets
Handling	C	Paperwork; tickets
Fine Dexterity	O	Separating papers, tickets
Kneeling	O	Retrieving items from ground
Crouching	O	Retrieving items from ground
Crawling	N	
Bending	O	Retrieving items from ground
Twisting	O	Retrieving items from ground
Climbing	R	Stairs
Balancing	R	On station landings
Vision	C	Reading; observing work site
Hearing	C	Communicating with public; Communicating via radio/phone with co-workers
Talking	C	Communicating with public; Communicating via radio/phone with co-workers
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio/phone, fare vending machines, pencil, paper, clipboard, watch, maps



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	R
Other	

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	S
Noise and Vibration	D
Wetness/Humidity	S
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other	N/A

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	X
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.