



# Title: Operations Trainer

FLSA Status: Non-Exempt

## BRIEF DESCRIPTION:

The purpose of this position is to conduct training with staff and operators and conduct motor vehicle testing with new operators. This is accomplished by interpreting and explaining state and federal laws, rules, and regulations, defensive driving techniques, and district policies, and accurate record keeping. Other duties include conducting mobility device training for new public transit customers and completing special assignments as assigned.

## 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	(L) Light	(M) Medium	(H) Heavy	(V) 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.

#	Code	Essential Functions	% of Time
1	L	Tracks and reports information by reviewing employee training records for current licenses, certificates, and renewals, maintaining records of mandatory training, maintaining up to date training files on all safety sensitive personnel, checking all files for up to date medical, and commercial driver’s license certificates, maintaining motor vehicle notices, keeping records of employees who receive defensive driving class and DOT drugs/alcohol class for new operators, and advising employees as needed for training purposes.	40%
2	L	Prepares documents and correspondence by researching and compiling training information, preparing reports, creating routine reports, documents, and correspondence, reviewing vehicle pull notices, analyzing and assessing training needs, and informing department heads on status of employees.	30%
3	L	Trains employees by preparing, coordinating, and facilitating employee training and development programs, preparing training curriculum, overseeing employee participation, behavior and attendance during training, coordinating physical setup of activities in training facility, supervising behind the wheel training, supervising and conducting training, and supervising and conducting motor vehicle testing with new operators.	20%
4	L	Develops training by designing and developing orientation programs, implementing and monitoring the effectiveness of training, consulting with departments on specialized training, assessing the needs of training for the District, formulating routine	10%



training plans and instructional methodologies, selecting basic training aids, examples, manuals, and visual aids, developing training evaluating standards and procedures, and maintaining knowledge on all transit equipment in order to train personnel.

**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate's degree, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Business Administration, Public Administration, Human Resources Management or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of three (3) years of commercial driving experience in a public transit agency. Two (2) years experience in training and/or curriculum design is preferred.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
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	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California driver's license is required with the ability to obtain and maintain a valid Class B driver's license, with Passenger and Airbrake endorsements, DMV certificate to conduct Employer Program Skills Testing and Drivers' Tests, Verification of Transit Training (VTT) and US Department of Transportation (DOT) Transit Instructor Certificate.

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Methods and techniques of tracking, recording, and presenting statistical data.</li> <li>• Practical application of computers and peripheral equipment.</li> <li>• English grammar, punctuation, spelling, and usage. Appropriate and correct English usage, spelling, grammar, punctuation, and sentence structure.</li> <li>• Effective communication, presentation, and facilitation methods and adult learning principles.</li> <li>• Required/mandatory State and Federal requirements.</li> <li>• Training resources and equipment.</li> <li>• Platform presentation and questioning skills.</li> <li>• Principles and practices of employee training and development.</li> <li>• Use of visual delivery media and public speaking in large classroom setting.</li> <li>• DMV commercial testing regulations. Customer service, defensive driving, drug and alcohol testing programs, and emergency procedures.</li> <li>• Adult learning theory.</li> </ul>

<b>SKILLS</b>
<ul style="list-style-type: none"> <li>• Intermediate techniques in statistical analysis.</li> <li>• Advanced word processing, spreadsheet, presentation and database software.</li> <li>• Specialized software related to functional area.</li> <li>• Presentation.</li> </ul>

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Prioritize and deal with conflicting workload requirements.</li> <li>• Handle all internal/external contacts with courtesy, diplomacy, and tact.</li> <li>• Read, analyze, and interpret agency policies, professional journals, technical</li> </ul>



publications, and government regulations.

- Write reports, business correspondence, and procedure manuals.
- Effectively present information and respond to questions from staff, groups, and deal with customers, and the general public.
- Deal with difficult people and situations.
- Learn agency and departmental operating policies, procedures, systems, methods and tasks,.
- Clearly communicate messages to appropriate individuals.
- Organize information clearly and precisely.
- Perform intermediate mathematical calculations including ratios and percentages.
- Apply customer service skills, representing the District in a positive way while working with the public.
- Learn system processes related to department and job.
- Extract statistics and written information from reports and transfer to other documents.
- Obtain and maintain a valid Class B California driver's license, with passenger and air brake endorsements, with a GVWR of 26,001 lbs or greater, and current medical certificate.
- Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).
- Obtain and maintain Verifiable Transit Training certification.
- Obtain and maintain Certification by the U.S. Department of Transportation, in Transit Instructor.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	<b>X</b>	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 Continuously 2/3 or more of the time.	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.
---	---	---	---	-----------------------------

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	F	Making presentations; observing work site; observing work duties; communicating with co-workers
Sitting	F	Desk work; meetings
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies, equipment; files
Carrying	F	Supplies; equipment; files
Pushing/Pulling	F	File drawers; equipment; tables and chairs
Reaching	F	For supplies; for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad; calculator
Kneeling	F	Filing in lower drawers
Crouching	F	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	F	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	O	Onto equipment
Balancing	O	On equipment
Vision	C	Reading; computer screen; observing work site
Hearing	F	Communicating via telephone/radio; to co-workers/public
Talking	C	Communicating via telephone/radio; to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		None

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

VCR, DVD player, fax machine, copier, computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
-------------------	--	---	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	O
Electrical Hazards	O
Fire Hazards	R
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	O
Other (see 1 below)	N

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

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
---	---	---	-----------------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	N/A

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	X
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

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.