



# Title: Operations Training Specialist

FLSA Status: Non-Exempt

## BRIEF DESCRIPTION:

The purpose of this position is to conduct training with new and veteran SacRT operators to maximize customer service and the safe and proper operations of fixed route services in accordance with Federal, State and local laws as well as SacRT policies and procedures. This is done through development of training concepts, instructions materials and facilitated classroom instruction of Federal, State and local laws, rules, and regulations related to obtaining and maintaining a Commercial Driver’s License with Airbrake and Passenger endorsements, defensive driving techniques, SacRT standard operating procedures and policies, and accurate record keeping.

## 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
1	L	<p>Training:</p> <ul style="list-style-type: none"> <li>• Develops and implements training, including curriculum, lesson plans, and all training materials and testing; Updates instructional procedures and program content as needed; Conducts training for newly hired and veteran bus operators and other SacRT employees requiring a commercial driver’s license;</li> <li>• Schedule, organize, and coordinate employee development and training events and programs; coordinate the assembly and production of instructional and educational material.</li> <li>• Provide training and testing for bus maintenance and transportation employees, and supervisors required to obtain and maintain a commercial driver’s license;</li> <li>• Develops and presents ongoing Verification of Transit Training (VTT) for existing bus operators and other commercially licensed employees who need to maintain VTT status;</li> <li>• Provide operator post-accident refresher training, annual refresher training, line ride checks, customer service training, and new equipment training</li> <li>• Conducts refresher training for operators returning from long term absences or following a preventable accident;</li> <li>• Provides customized training as requested by transit operating divisions;</li> </ul>



2	L	<p>Curriculum Design and Development:</p> <ul style="list-style-type: none"> <li>Assists with developing 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 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.</li> </ul>
3	L	<p>Tracking and Monitoring:</p> <ul style="list-style-type: none"> <li>Maintains complete and accurate documentation on all facets of training and testing for each student as required and mandated by State and Federal law;</li> <li>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.</li> </ul>
4	1	<p>Measure/Monitor Employee Success:</p> <ul style="list-style-type: none"> <li>Conducts follow-up checks on existing operators and supervisors to assess the maintenance of all state and federal laws, rules, and regulations, defensive driving techniques, district standard operating procedures and policies, and accurate record keeping. Determine if additional remedial training is required.</li> <li>Monitors progress of trainees and provides periodic counseling and progress evaluation;</li> <li>Acts as CA DMV designated examiner in the testing and certification of bus operators ensure commercial vehicle license testing of new operators.</li> <li>Performs ride checks during new operator probation period and in-service checks for veteran operators experiencing problems with routes, running time, or passengers;</li> <li>Evaluates and recommends termination of trainees during training or probationary period;</li> <li>Evaluates new equipment and changes in existing equipment and incorporates it into training curriculum;</li> </ul>
5	L	<p>Training Administration:</p> <ul style="list-style-type: none"> <li>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. May participate in special projects related to transit operations;</li> <li>Representing the District, observing and analyzing work practices, acting as a liaison between trainees and management, promoting safe practices and safety campaigns, and coordinating with staff and other departments on bus operation training requirements, programs, schedules.</li> </ul>



**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 Education, Business Administration, Adult Education/Training or other closely 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 one (1) year of education.</p>
Experience	<p>A minimum of two years' experience developing and facilitating education programs, computer-based training and/or employee development programs <b>PLUS</b> either: 5 years as a bus operator in a Type 1 vehicle with air brakes; <b>or</b> 2 years as a bus operator in a Type 1 vehicle with air brakes <b>AND</b> 1 year as an State of CA authorized delegated behind the wheel trainer of the appropriate class.</p>
Supervision	<p>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.</p>
Human Collaboration Skills	<p>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.</p>
Freedom to Act	<p>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.</p>
Technical Skills	<p>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.</p>
Budget Responsibility	<p>Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocation. May monitor division or program/project level budget and expenditures.</p>
Reading	<p>Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.</p>



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	Must be able to obtain and maintain the minimum required certification to be an instructor in the State of California for transit bus training as well as the TSI Instructors Course for Transit Trainers and VTT certificate .

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Proficient in English usage, spelling, grammar, punctuation, and sentence structure.</li> <li>• Effective communication, presentation, and facilitation methods and adult learning principles.</li> <li>• Methods and techniques of evaluating training programs and making recommendations on new programs to be offered.</li> <li>• Principles and practices of employee training and development.</li> <li>• Training resources and equipment.</li> <li>• Use of visual delivery media and public speaking in large classroom setting A</li> <li>• Adult learning theory.</li> <li>• Source materials and current trends in instructional systems design.</li> <li>• Methods of designing training courses.</li> <li>• Methods of training presentations and aids.</li> <li>• Principles of supervision, training, motivation, and counseling.</li> <li>• Methods and techniques of tracking, recording, and presenting statistical data.</li> <li>• Practical application of computers and peripheral equipment.</li> <li>• Principles of developing graphs, charts, and the use of statistical data.</li> <li>• California DMV commercial testing regulations.</li> <li>• Customer service skills, defensive driving techniques, drug and alcohol testing program, and emergency communications and procedures.</li> <li>• Applicable local, state and federal laws, rules, regulations governing a public transportation agency.</li> <li>• Safety rules and procedures, regulations, and laws governing public transit.</li> <li>• Americans with Disability Act of 1991 (ADA) regulatory compliance.</li> <li>• Knowledge of vehicle on-board equipment and electronics, such as electronic fare box, radio, Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL), and other electronic equipment.</li> <li>• Knowledge of SacRT fare schedules, structure and policies.</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 and public speaking skills.</li> </ul>

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Ability to conduct computer based performance assessment utilizing software to evaluate proficiency of knowledge, skills and abilities of trainees throughout completion of qualification training.</li> <li>• Ability to perform field analysis of safe performance and to determine best methods to instruct operators on corrective action.</li> <li>• Must remain aware and current on all service updates, revisions and bulletins that relate to operator performance and customer service, enabling a continuity of information delivery and expectations.</li> <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 publications, and government regulations.</li> <li>• Write reports, business correspondence, and procedures.</li> <li>• Effectively present information and respond to questions from staff, groups, customers, and the general public.</li> <li>• Deal with difficult people and situations.</li> <li>• Learn agency and departmental operating policies, procedures, systems, methods and tasks.</li> <li>• Analyze and determine the appropriate training designs and format.</li> <li>• Acquire and maintain proficiency in the latest training technology, knowledge and resources.</li> <li>• Organize information clearly and precisely.</li> <li>• Facilitate and coordinate training activities.</li> <li>• Communicate effectively orally and in writing</li> <li>• Analyze situations, identify problems, recommend solutions, and evaluate outcome</li> <li>• Coordinate employee development and training programs using a range of media; including on-line learning.</li> <li>• Manage a project from design, development, implementation, and close-out</li> <li>• Assess training needs and prepare training materials.</li> <li>• Perform intermediate mathematical calculations including ratios and percentages.</li> <li>• Apply customer service skills, representing the District in a positive way while working with the public.</li> <li>• Learn system processes related to department and job.</li> <li>• Must have a good knowledge of SacRT’s fixed routes and system and navigating the city and county of Sacramento and surrounding cities/areas.</li> </ul>



- 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 VTT certification.
- Obtain and maintain TSI Certification by the U.S. DOT in Transit Instruction.
- Working knowledge of Microsoft Office applications, to include the ability to generate reports and/or graphic presentations.
- Must have the ability and willingness to exercise independent judgment within boundaries established by the department manager.
- Must maintain the confidentiality of sensitive material and information.
- Ability to operate customary office equipment.
- Must be able to maintain good work attendance.
- Must maintain a good driving record.
- Must support the District's Equal Employment Opportunity (EEO) program.  
Must support and promote the District's safety policies and practices.



**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 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.
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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:**

Radio, CAD/AVL, radio system, electronic fare box and related onboard equipment, tablets, Ipad, laptop, DVD/Blue Ray player, fax machine, copier, video camera, computer and associated hardware and software such as Microsoft Word, Excel, Power Point, and other programs used to



research online content and/or on-line training.

**ENVIRONMENTAL FACTORS:**

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





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## **CLASS HISTORY**

Adopted: 2008  
Revised: 03/2013, 06/2018  
Title Change: From Operations Trainer  
Maintenance  
Update:  
Abolished:  
Job Key: 60004476