



Title: Transit Agent

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform fare inspection activities aboard RT vehicles and within RT’s Fare Paid Zone and to cover patrol responsibilities at the light rail stations and parking lots. This is accomplished by conducting fare inspection and citation issuance activities while vehicles are in-service and providing general customer service. Other duties include: writing reports; maintaining records; attending training; and providing court documentation and testimony. Ability to communicate clearly and professionally on a hand held radio is required.

This position will be considered a demonstration position for up to 2 years. Incumbents should recognize that the position would be eliminated at any time during that 2 year demonstration period and that no guarantee of continued employment exists. If the position were to be eliminated, incumbents could apply for other RT positions, but would have no guarantee of employment in any other classification.

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	M	Performs fare enforcement activities on-board RT vehicles. Checks for proof of fare; issues citations for fare violation infractions checks and verifies passenger identification documents.
2	L	Enters fare citation information into computerized system, completes various forms and reports including incident and accident reports, appear in court to present evidence and testimony related to job duties.
3	L	Perform patrol responsibilities at light rail stations and parking lots.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum 2 years of full time experience working directly with the public, which must have included interpreting or enforcing policies and/or regulations or providing information and assistance directly to the public. Previous experience in a security related environment would be a plus.
Supervision	Job has no responsibility for the direction or supervisor of others.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. 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 assignments after receiving general instruction 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	Basic - Work requires the use of standard technical skills 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 the college level. 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 format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Obtain CPR/First Aid Certification and obtain and maintain Penal Code Section 832 Certificate.



KNOWLEDGE

- General security concepts and practices related to the enforcement of applicable rules, regulations, ordinances, policies and procedures
- Customer service and public relations methods and techniques
- General office practices and methods
- Practical application of computers and peripheral equipment
- English grammar, punctuation, spelling and usage
- Standard office machine usage

SKILLS

- Basic word processing, spreadsheet, database and e-mail software
- Specialized software and equipment related to functional area

ABILITIES

- Successfully complete District's Fare Inspector training program
- Learn and apply District's policies, procedures and practices with respect to fares
- Quickly learn District's routes and fare structures
- Learn to operate communications and safety equipment related to position
- Learn and demonstrate proper court testimony presentation
- Work independently and follow verbal and written instructions
- Work flexible and irregular hours
- Communicate clearly and concisely in English both orally and in writing
- Establish and maintain effective working relationships with those encountered in the course of work
- Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor
- Apply customer service skills, representing the District in a positive way while working with the public
- Demonstrate good judgment and decision making skills
- Effectively handle emergency situations, confrontational situations and difficult customer interactions
- Maintain simple records, accurately complete forms and prepare related reports



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	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	Observing work site; Communicating with co-workers
Sitting	R	Desk work; Meetings
Walking	C	Around worksite; Entering/exiting LRVs; To/from locker and rest facilities
Lifting	O	Supplies; Equipment; Passenger personal items (bikes, carts, strollers, children, etc.)
Carrying	C	Supplies; Paperwork; Keys; Radio; Duty belt
Pushing/Pulling	R	Equipment; Wheelchairs; Opening LRV doors
Reaching	F	For supplies; For upper hand rails/poles on LRVs
Handling	C	Paperwork (citation book, logs); Pens/Pencils; Radio
Fine Dexterity	C	2-Way Radio; Issuing Tickets (handheld ticket device); Holding onto upper hand rail/pole
Kneeling	N	
Crouching	R	Assisting passengers with personal items (bikes, carts, strollers, children, etc.)
Crawling	N	
Bending	O	Retrieving items from below
Twisting	F	Getting in/out of LRVs; Assisting boarding passengers; Communicating with passengers
Climbing	F	Onto equipment; Stairs; Enters/Exits LRVs
Balancing	C	On equipment; Stairs; Walking through moving LRVs; Issuing Citations; Observing environment
Vision	C	Reading; Writing; Computer screen; observing worksite
Hearing	C	Communicating via telephone/radio, to co-workers/public; Listening to environment
Talking	C	Communicating via telephone/radio; Communicating with co-workers/public
Foot Controls	N	
Other (specified, if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio, Pepper spray, Cite book, Keys, Handheld Ticket device, Pen/Pencil, Flashlight

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	R
Chemical Hazards	R
Electrical Hazards	O
Fire Hazards	R
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	C
Other (see 1 below)	F

-Environmental Factors-	
Respiratory Hazards	M
Extreme Temperatures	D
Noise and Vibration	D
Wetness/Humidity	S
Physical Hazards (high voltage, dangerous machinery, aggressive passengers)	D

(1) Biohazards

PROTECTIVE EQUIPMENT REQUIRED: Pepper spray

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	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other	

PRIMARY WORK LOCATION:

Office Environment		Vehicle	X
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.



CLASS HISTORY:

Adopted: 03/16
Revised: 02/17
Title Change:
Maintenance
Update:
Abolished:
Job Key: 60005688