

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
17	06/28/10	Open	Action	06/21/10

Subject: Approving Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades, and Salary Grade Values

ISSUE

Whether or not to approve job descriptions and the District's Authorized Classifications, Positions and Salary Grades, and Salary Grade Values.

RECOMMENDED ACTION

Adopt Resolution No. 10-06 _____, Amending Exhibit A of Resolution No. 09-08-0138 and Exhibit B of Resolution No. 09-06-0098, and Approving Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades, and Salary Grade Values.

FISCAL IMPACT

Budgeted:	No	This FY:	\$2,409.41
Budget Source:	Operating	Next FY:	\$na
Funding Source:	Operating	Annualized:	\$na
Cost Cntr/GL Acct(s) or Capital Project #:	CA-AS: 40000086 (\$2,223.41) CBS: 60003375 (\$186.00)	Total Amount:	\$2,409.41
Total Budget:	\$ 2,409.41		

DISCUSSION

Staffing Plan

Throughout FY 2010, the District has continued to reduce its staffing levels to minimum levels through attrition and conservative management control consistent with providing adequate service. In January 2010, due to a continuing decline in actual and forecasted revenue, staff and the Board debated and ultimately approved cutting service which resulted in implementation of a three-phased layoff program and a retirement incentive program. The result of these cost cutting measures has been a decrease in staffing levels from previous years.

Effective July 1, 2010, with the adoption of the FY 2011 Operating Budget, the District will reduce its Authorized Classifications, Positions and Salary Grades List from 1,204 to a total of 921. This is a reduction of 283 positions, or 24% which consists of 13% resulting from vacancies and 11% resulting from layoffs. These changes are reflected in Exhibit A of the attached Resolution.

Incorporated in the proposed action are some administrative clean-up items emanating from implementing the Waters Compensation and Classification study in 2009, which resulted in minor classification and compensation adjustments. Resolution of these issues closes out subcommittee

Approved:

Presented:

Final 6/23/10

General Manager/CEO

Director, Human Resources

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negotiations or employee grievances. The following is a detailed description of the staffing realignments proposed for approval with this item.

Please note that the below staff adjustments will temporarily inflate Exhibit A's count in order to show that the affected incumbents will encumber both their existing classifications and their proposed classifications until the Board approves this action. Once the Board approves this action, the General Manager/CEO will shift the affected incumbents into the created classifications and the overall count will drop to the 921 total. Exhibit A footnotes explain these temporarily "coupled" position counts.

Classification and Compensation Adjustments

As a result of the AEA and RT contract negotiations, an AEA Subcommittee ("subcommittee") was established in June 2009 to evaluate several outstanding classification and compensation issues from the Waters Classification and Compensation Study. The subcommittee was comprised of representatives from the AEA leadership and from RT's management team. The subcommittee agreed to meet separately from contract negotiations to discuss and resolve employee classification issues, and that any changes resulting from these discussions would be brought to the Board for corrective action. The following classifications have been identified for Board corrective action.

Accessible Services and Customer Advocacy Department Accessible Services Unit

The Administrative Technicians in the Accessible Services Unit determine eligibility for ADA Paratransit Services and report to the Accessible Services Administrator. The subcommittee conducted a study of these positions which included: 1) Incumbents completing Job Description Questionnaires (JDQ), 2) Review of JDQs and supporting documents submitted by incumbents, and 3) Desk audit and incumbent interviews. The study revealed that the Administrative Technician classification within the Accessible Services Unit was too generic and did not capture the full scope and responsibility of these positions.

A new classification of Accessible Services Eligibility Specialist has been created which more accurately reflects the duties and responsibilities of these positions and more accurately defines the minimum job requirements. Staff recommends that the Board approve the establishment of the Accessible Service Eligibility Specialist classification. The proposed grade range for the Accessible Services Eligibility Specialist classification is 205. If the Board approves the classification, the current Administrative Technicians in the Accessible Services Unit will be shifted to the Accessible Services Eligibility Specialist classification by the General Manager/CEO.

Because one of the current incumbents falls below the newly established salary grade minimum, the resulting fiscal impact for FY 2010 is \$1,735.58 which represents the difference in monthly salary from July 16, 2009 through June 30, 2010.

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The Accessible Services Administrator job description has been revised to more accurately reflect the duties and responsibilities of this position and to capture the classification's discretion to use their own judgment regarding freedom to act within the department. This classification manages projects with little oversight and only requests supervisory assistance when necessary. As a result of these changes, the new grade range for this classification is proposed to be 110. There is no fiscal impact resulting from this change.

The current vacant classification of Accessible Services Analyst will be eliminated. The department is structured so that the Administrator oversees the appeals process and the administrative hearing process, therefore there is no need for this classification. These responsibilities are reflected in the Accessible Services Administrator's job description.

Customer Advocacy Unit

The Administrative Assistant I's in the Customer Advocacy Unit assist customers by receiving, processing and/or responding to service complaints, comments and inquiries, and the Customer Satisfaction Coordinator assists customers with the more difficult issues and coordinates resolutions and responses between RT departments and customers. These positions report to the Customer Advocacy Supervisor.

The subcommittee conducted a study of these positions which included: 1) Incumbents completing Job Description Questionnaires (JDQ), 2) Review of JDQs and supporting documents submitted by incumbents, and 3) Desk audits and incumbent interviews. The study revealed that the Administrative Assistant I classification was too generic and did not capture the full scope and responsibility of these positions. The Customer Satisfaction Coordinator job description did not have a title consistent with the unit's organization and contained inaccuracies within the job description and job requirements.

New classifications titled Customer Advocate I and Senior Customer Advocate have been created which more accurately reflect the duties and responsibilities of these positions and more accurately define the minimum job requirements. The proposed grade range for the Customer Advocate I is 201 and for the Senior Customer Advocate classification is 205. If the Board approves the establishment of the Customer Advocate I classification, the current Administrative Assistant I in the Accessible Services Unit will be shifted to the Customer Advocate I classification by the General Manager/CEO. In addition, if the Board approves the establishment of the Senior Customer Advocate, the current Customer Satisfaction Coordinator will be shifted into the Senior Customer Advocate classification by the General Manager/CEO. After the incumbent in the Customer Satisfaction Coordinator classification has been shifted into the Senior Customer Advocate classification, staff will return to the Board to request the elimination of the vacant Customer Satisfaction Coordinator classification.

Because one of the current incumbents falls below the newly established salary grade minimum, the resulting fiscal impact for FY 2010 is \$487.83 which represents the difference in monthly salary from July 16, 2009 through June 30, 2010.

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Community Bus Services Department

The Administrative Assistant II position in Community Bus Services was re-evaluated pursuant to the subcommittee. The study included: 1) Evaluating the Job Description Questionnaire (JDQ) completed during the Waters study, 2) Review of supporting documents submitted by the incumbent, and 3) A desk audit and incumbent interview. The study revealed that this position provides technical administrative support to department specific functions which is above the level of an Administrative Assistant II, by collecting, interpreting, entering, tracking and processing department specific information, responding to inquiries by researching and reviewing department policies, coordinating and gathering information and drafting responses and performing related administrative functions, generally performed by an Administrative Assistant II.

It was determined that the position was inappropriately classified as an Administrative Assistant II and would be more appropriately classified as an Administrative Technician. Therefore, it is recommended that the position be shifted to an Administrative Technician. If the Board approves this action, the current Administrative Assistant II in the Community Bus Services Department will be shifted into the Administrative Technician classification by the General Manager/CEO. The resulting fiscal impact for FY 2010 is \$186.00 which represents the difference in monthly salary from June 1, 2010 through June 30, 2010, for the one incumbent who's salary is below the newly established salary grade.

Accountant I Classification

It was identified during the subcommittee discussions that corrections were necessary to the Accountant I job description with respect to its budget responsibility. Though this position reviews fiscal information, including summarization, analysis, interpretation, and representation into different formats, this position does not have any budget responsibility. Overall budget accountability is maintained at the Department/Division head level or as appropriate. The job description has been revised to accurately reflect this. There is no change to the grade level and there is no fiscal impact resulting from this change.

Administrative Supervisor Classification

It was identified during the subcommittee discussions that corrections were necessary to the Administrative Supervisor classification with respect to its budget responsibility. Though this position has administrative budget responsibility which includes analysis of activity, research associated with line item reconciliation, as well as the responsibility for insuring that all expenses are supportable and allowable, overall budget accountability is maintained at the Department/Division head level or as appropriate. The job description has been revised to accurately reflect this. There is no change to the grade level and there is no fiscal impact resulting from this change.

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Senior Administrative Assistant Classification

It was identified during the subcommittee discussions that the Senior Administrative Assistant classification requires corrections with respect to its budget responsibility. Though this position has administrative budget responsibility which includes analysis of activity, research associated with line item reconciliation, as well as the responsibility for insuring that all expenses are supportable and allowable, overall budget accountability is maintained at the Department/Division head level or as appropriate. Further, this classification has now been defined within the job description as reporting directly to an Executive Management Team member. The job description has been revised to accurately reflect this. There is no change to the grade level and there is no fiscal impact resulting from this change.

Maintenance Supervisor – Light Rail

It was identified during the subcommittee discussions that the reading requirement of the Maintenance Supervisor – Light Rail classification should be revised from its former rating of intermediate to an advanced level defined as the ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. The job description has been revised to accurately reflect this. There is no change to the grade level and there is no fiscal impact resulting from this change.

Materiels Management Superintendent

It was identified during the subcommittee discussions that the math requirement of the Materiels Management Superintendent classification should be revised from its former rating of advanced to an intermediate level, defined as the ability to deal with a system of real numbers and practical application of fractions, percentages, rations/proportions and measurement. The job description has been revised to accurately reflect this. There is no change to the grade level and there is no fiscal impact resulting from this change.

Re-Designation of Certain Salaried Classifications Bargaining Units

Effective December 1, 2009, RT re-designated certain salaried classifications and positions into their appropriate bargaining units as either management or confidential within the Management Confidential Employee Group (MCEG) or as members of the Administrative Employees Association (AEA). These changes, along with the Transit Officer Supervisor classification being recognized as an AFSCME position with the adoption of the AFSCME Collective Bargaining Agreement (Board Reso #10-04-0038), are reflected in the list of Authorized Classifications, Positions and Salary Grades attached to the Resolution as Exhibit A.

Authorized Classifications, Positions and Salary Grades

Changes to position control and salary grades resulting from this action are reflected in the list of Authorized Classifications, Positions and Salary Grades attached to the Resolution as Exhibit A.

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Changes to the salary grade values for the Accessible Services Administrator, Accessible Services Eligibility Specialist, Customer Advocate I and Senior Customer Advocate are reflected in the Salary Grade Values attached to the Resolution as Exhibit B.

Job descriptions for the following classifications are included with this issue paper attached to the Resolution as Exhibit C:

- Accessible Services Administrator
- Accessible Services Eligibility Specialist
- Accountant I
- Administrative Supervisor
- Customer Advocate I
- Maintenance Supervisor – Light Rail
- Materials Management Superintendent
- Senior Administrative Assistant
- Senior Customer Advocate

The Authorized Classifications, Positions and Salary Grades List, attached as Exhibit A, also reflects changes resulting from the adoption of Regional Transit’s FY 2011 annual budget.

Staff recommends approval of this action.

RESOLUTION NO. 10-06-_____

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

June 28, 2010

**AMENDING EXHIBIT A OF RESOLUTION NO. 09-08-0138 AND EXHIBIT B OF
RESOLUTION NO. 09-06-0098, AND APPROVING JOB DESCRIPTIONS AND THE
DISTRICT'S AUTHORIZED CLASSIFICATIONS, POSITIONS AND SALARY
GRADES, AND SALARY GRADE VALUES**

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE
SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, effective July 1, 2010, Resolution No. 09-08-0138 is hereby amended by deleting Exhibit A and replacing it with attached Exhibit A "Authorized Classifications, Positions and Salary Grades."

THAT, effective July 1, 2010, Resolution No. 09-08-0098 is hereby amended by deleting Exhibit B and replacing it with attached Exhibit B "Salary Grade Values."

THAT, effective July 1, 2010, the job descriptions of Accessible Services Administrator, Accessible Services Eligibility Specialist, Accountant I, Administrative Supervisor, Customer Advocate I, Maintenance Supervisor-Light Rail, Materials Management Superintendent, Senior Administrative Assistant and Senior Customer Advocate, attached as Exhibit C, are hereby approved.

THAT, effective July 1, 2010, the classification of Accessible Services Analyst will be eliminated.

STEVE MILLER, Chair

A T T E S T:

MICHAEL R. WILEY, Secretary

By: _____
Cindy Brooks, Assistant Secretary

EXHIBIT A
Effective July 1, 2010
AUTHORIZED CLASSIFICATIONS, POSITIONS, AND SALARY GRADES

See Footnote: */**/****/(1)/(2)

<u>AEA Family:</u>	<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
	* (a) Accessible Services Eligibility Specialist	4	205
	* (2) Accountant I	0	205
	* (2) Accountant II	2	108
	* (b) (2) Administrative Assistant I	2	200
	* (c) (2) Administrative Assistant II	12	202
	* Administrative Supervisor	1	207
	* (a) (c) Administrative Technician	16	204
	Assistant Architect	0	206
	Assistant Engineer	0	208
	Assistant Planner	2	207
	* (2) Assistant Resident Engineer	2	208
	Associate Architect	1	109
	* (2) Associate Civil Engineer	1	110
	Associate Engineer	0	109
	* (2) Associate Systems Engineer	4	110
	Customer Advocacy Supervisor	1	109
	* (d) Customer Satisfaction Coordinator	1	204
	* (b) (2) Customer Advocate I	1	201
	* (2) Customer Service Supervisor	1	108
	* (2) Engineering Technician	1	205
	Facilities Supervisor	3	109
	* (2) Grants Analyst	0	206
	* (2) Graphics Designer	2	205
	* (2) Human Resources Trainer	0	206
	Information Technology Business Systems Analyst	0	107
	Information Technology Project Coordinator	1	109
	* (2) Information Technology Technician I	0	205
	* (2) Information Technology Technician II	1	206
	Inspector	0	204
	Junior Engineer	0	205
	* (2) Maintenance Supervisor - Bus	8	210
	Maintenance Supervisor - Light Rail	9	210
	Maintenance Supervisor - Wayside	4	211
	Maintenance Trainer - Bus	1	210
	Maintenance Trainer - Light Rail	1	210
	* (2) Marketing and Communications Specialist	2	206
	Network Operations Engineer	1	208
	* (2) Operations Trainer	2	209
	* (2) Payroll Analyst	0	204
	* (2) Planner	1	208

(a) Total number of authorized positions filled for both the Administrative Technician and the Accessible Services Eligibility Specialist may not exceed 4 in the General Family.

(b) Total number of authorized positions filled for both the Administrative Assistant I and the Customer Advocate I may not exceed 1 in the General Family.

(c) Total number of authorized positions filled for both the Administrative Assistant II and the Administrative Technician may not exceed 1 in the General Family.

(d) Total number of authorized positions filled for both the Customer Satisfaction Coordinator and the Senior Customer Advocate may not exceed 1 in the General Family.

* Denotes Change in Classification
(1) Increase in Position(s)
(2) Decrease in Position(s)
** No Grade, Salary by Employment Contract
*** No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>	<u>Authorized</u>	
	<u>Positions</u>	<u>Grade</u>
Procurement Analyst I	0	205
Procurement Analyst II	5	207
Programmer Analyst I	0	205
Programmer Analyst II	0	208
Quality Assurance Specialist I	0	202
Quality Assurance Specialist II	0	205
Real Estate Analyst I	0	205
* (2) Real Estate Analyst II	0	207
* (2) Resident Engineer	0	110
Revenue Analyst	1	207
Route Check Supervisor	1	205
* (2) Route Checker	0	200
* (2) Safety Specialist I	0	205
Safety Specialist II	1	207
* (2) Schedule Analyst I	0	205
Schedule Analyst II	2	207
Senior Accountant	0	109
* Senior Architect	1	111
* (2) Senior Civil Engineer	1	111
* (2) Senior Community and Government Affairs Officer	2	108
* (d) Senior Customer Advocate	1	205
Senior Engineering Technician	1	207
Senior Facilities Specialist	2	109
* (2) Senior Grants Analyst	1	108
* (2) Senior Information Technology Business Systems Analyst	1	109
* (2) Senior Inspector	2	206
* (2) Senior Marketing and Communications Specialist	0	108
* (2) Senior Planner	0	109
Senior Procurement Analyst	2	109
Senior Programmer Analyst	1	109
* (2) Senior Project Control Engineer	1	109
Senior Quality Assurance Specialist	1	108
Senior Real Estate Analyst	0	108
* Senior Safety Specialist	1	109
* Senior Systems Engineer	1	111
* (2) To Be Classified (was Cost Analyst)	0	TBD
* (2) Vehicle Equipment Maintenance Specialist	0	207
Video and Communications Systems Analyst	1	208
Total General Family Allocations:	118	

* Denotes Change in Classification
(1) Increase in Position(s)
(2) Decrease in Position(s)
** No Grade, Salary by Employment Contract
*** No Grade, Salary Stated in MOU

<u>MANAGEMENT & CONFIDENTIAL FAMILY:</u>	<u>Job Classification Titles</u>	<u>Authorized</u>	
		<u>Positions</u>	<u>Grade</u>
*	Accessible Services Administrator	1	110
	Administrative Assistant I (<i>GM & Legal Cost Centers</i>)	0	200
	Administrative Assistant II (<i>GM & Legal Cost Centers</i>)	2	202
	Administrative Technician (<i>Employee Relations Cost Center</i>)	1	204
	AGM of Engineering and Construction	1	IV
	AGM of Marketing and Communications	1	II
	AGM of Planning and Transit System Development	1	III
	Attorney I	0	108
	Attorney II	0	110
	Attorney III	3	112
*(2)	Benefits Administrator	0	110
*(2)	Benefits Analyst II - Health and Welfare	0	207
*	Benefits Analyst II - Leave Administration	1	207
	Chief Administrative Officer/EEO Officer	1	II
	Chief Financial Officer	1	IV
	Chief Legal Counsel	1	**
	Chief of Facilities and Business Support Services	1	II
	Chief Operating Officer	1	V
*	Claims Analyst I	0	204
*	Claims Analyst II	1	207
	Clerk to the Board	1	208
	Community Bus Services Superintendent	1	110
*(2)	Compliance and Quality Assurance Auditor	0	I
*(2)	Deputy General Manager	0	VI
	Director, Accessible Services and Customer Advocacy	1	112
	Director, Bus Maintenance	1	112
	Director, Civil and Track Design	1	113
	Director, Community Bus Services	1	112
	Director, Construction Management	1	112
	Director, Facilities	1	112
	Director, Finance and Treasury	1	112
	Director, Human Resources	1	112
	Director, Information Technology	1	112
	Director, Labor Relations	1	112
*(2)	Director, Light Rail	0	113
	Director, Office Management and Budget	1	112
	Director, Planning	1	112
	Director, Procurement Services	1	112
	Director, Project Management	1	112
*(2)	Director, Real Estate	0	112
	Director, Safety	1	112
	Director, Scheduling	1	112
*(2)	Director, Systems Design	0	113
	Director, Transportation	1	112
	EEO Administrator	1	110
	Executive Assistant	1	207
	General Manager/CEO	1	**
*	Human Resources Analyst II - Information Systems	1	207
*	Information Technology Service and Support Administrator	1	110

* Denotes Change in Classification

(1) Increase in Position(s)

(2) Decrease in Position(s)

** No Grade, Salary by Employment Contract

*** No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>	<u>Authorized</u>	
	<u>Positions</u>	<u>Grade</u>
Labor Relations Analyst	1	207
Maintenance Superintendent - Bus	1	111
Maintenance Superintendent - Light Rail	1	111
Maintenance Superintendent - Wayside	1	111
Manager, Accounting	1	110
*(2) Manager, Community and Governmental Affairs	0	111
Manager, Contracts and Disadvantaged Business Enterprise	1	110
Manager, Customer Service	1	110
Manager, Enterprise Resources and Databases	1	111
Manager, Grants	1	110
Manager, Marketing and Communications	1	111
*(2) Manager, Quality Assurance	0	111
Manager, Revenue	1	110
* Materiel Management Superintendent	3	110
* Network Operations Administrator	1	110
Operations Training Administrator	1	110
Paralegal	0	205
* Payroll Supervisor	1	109
*(2) Principal Planner	0	110
* Principal Civil Engineer	0	112
*(2) Principal Systems Engineer	0	112
Purchasing and Materials Administrator	1	110
Quality Assurance Administrator	1	110
*(2) Real Estate Administrator - Acquisitions	0	109
Real Estate Administrator - Asset Management	1	109
*(2) Real Estate Administrator - Transit Oriented Development and Joint Development	0	109
Recruitment and Selection Administrator	1	110
* Recruitment and Selection Analyst I	0	205
* Recruitment and Selection Analyst II	2	207
Risk/Claims Administrator	1	110
*(2) Senior Administrative Assistant	3	206
*(2) Senior Attorney	1	113
* Senior Claims Analyst	1	109
*(2) Senior Classification and Compensation Analyst	0	108
* Senior Financial Analyst	3	108
Senior Labor Relations Analyst	1	109
* Senior Paralegal	2	207
* Senior Recruitment and Selection Analyst	1	108
*(2) Senior Schedule Analyst	0	108
*(2) To Be Classified (was Senior Human Resources Analyst)	0	TBD
*(2) Transportation Superintendent - Bus	2	110
Transportation Superintendent - Light Rail	2	110
Total Management and Confidential Allocations:	81	
Total District-wide Salaried Allocations:	199	

* Denotes Change in Classification
(1) Increase in Position(s)
(2) Decrease in Position(s)
** No Grade, Salary by Employment Contract
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	<u>Job Classification Titles</u>	Authorized		
		Positions	Grade	
<u>AFSCME 146 Family:</u>	Community Bus Services Dispatcher Supervisor	5	***	
	* Transit Officer Supervisor	1	***	
	* (2) Transportation Supervisor	49		
	Total AFSCME 146 Allocations:	55		
<u>ATU 256 Family:</u>	* (2) Accounting Technician	1	***	
	Claims Technician	1	***	
	* (2) Clerk II	8	***	
	Computer Technician	0	***	
	* (2) Customer Services Representative II	15	***	
	Customer Services Representative III	1	***	
	* (2) Operators*	421	***	
	Payroll Technician	1	***	
	Senior Clerk	1	***	
	* (2) Transit Officer	18	***	
	Total ATU 254 Allocations:	467		
	*Board Authorized Operator Count: Bus Operator = 351, CBS Department = 13, Light Rail Operator = 57			
	<u>IBEW 1245 Family:</u>	* (2) Bus Service Worker	28	***
		* (2) Electronic Mechanic	2	***
* (2) Facilities and Grounds Worker I		2	***	
Facilities and Grounds Worker II		3	***	
Facilities Electronic Technician		1	***	
* (2) Facilities Maintenance Mechanic		11	***	
* (2) Facilities Service Worker		9	***	
Light Rail Assistant Mechanic		6	***	
Light Rail Service Worker		19	***	
* (2) Light Rail Vehicle Technician		31	***	
Lineworker I		0	***	
Lineworker II		0	***	
* (2) Lineworker III		16	***	
* (2) Mechanic A		25	***	
* (2) Mechanic A (Body/Fender)		8	***	
* (2) Mechanic A (Gasoline/Propane)		2	***	
* (2) Mechanic B		8	***	
Mechanic C		17	***	
* (2) Painter		1	***	
Rail Laborer		0	***	
* (2) Rail Maintenance Worker		8	***	
Senior Mechanic		0	***	
Senior Rail Maintenance Worker		1	***	
* (2) Storekeeper		8	***	
Upholsterer		1	***	
Total IBEW 1245 Allocations:		207		
TOTAL DISTRICT-WIDE AUTHORIZED ALLOCATIONS (including (a), (b), (c) and (d) footnotes):		928		
TOTAL OVERALL AUTHORIZED ALLOCATIONS WILL NOT EXCEED:		921		

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(1) Increase in Position(s)
(2) Decrease in Position(s)
** No Grade, Salary by Employment Contract
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Salaried Classification Series

Note: A vacancy occurring within a salaried classification series may be filled at the same level as that vacated or at any lower level provided that only the one vacancy is filled.

Accessible Services Eligibility Specialist, Administrator
Accountant I, II, Senior
Administrative Assistant I, II, Technician, Senior, Supervisor
Assistant Architect, Associate, Senior
Assistant Planner, Planner, Senior, Principal
Attorney I, II, III, Senior
Benefits Analyst II, Administrator
Claims Analyst I, II, Senior, Administrator
Customer Advocate I, Senior
Customer Service Supervisor, Administrator
Engineering Technician, Senior
Grants Analyst, Senior
Information Technology Technician I, II
Inspector, Senior Inspector, Assistant Resident Engineer, Resident Engineer
IT Business Systems Analyst, Senior
Junior Engineer, Assistant, Associate, Associate Civil, Senior, Principal
Junior Engineer, Assistant, Associate, Associate Systems, Senior, Principal
Labor Relations Analyst, Senior
Marketing and Communications Specialist, Senior
Operations Trainer, Administrator
Paralegal, Senior
Payroll Analyst, Supervisor
Procurement Analyst I, II, Senior
Programmer Analyst I, II, Senior
Quality Assurance Specialist I, II, Senior, Administrator
Real Estate Analyst I, II, Senior, Administrator
Recruitment and Selection Analyst I, II, Senior, Administrator
Safety Specialist I, II, Senior
Schedule Analyst I, II, Senior



EXHIBIT B
Effective July 1, 2010
AUTHORIZED SALARY GRADE VALUES

<u>Grade</u>	<u>Monthly</u>		<u>Annual</u>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
106	\$3,949.75	\$5,529.58	\$47,397	\$66,355
107	\$4,344.70	\$6,082.58	\$52,136	\$72,991
108	\$4,779.17	\$6,690.83	\$57,350	\$80,290
109	\$5,257.08	\$7,359.92	\$63,085	\$88,319
110	\$5,835.36	\$8,169.51	\$70,024	\$98,034
111	\$6,535.61	\$9,149.85	\$78,427	\$109,798
112	\$7,387.85	\$10,342.99	\$88,654	\$124,116
113	\$8,422.15	\$11,791.01	\$101,066	\$141,492
114	\$9,685.50	\$13,559.67	\$116,226	\$162,716
200	\$2,811.86	\$3,936.61	\$33,742	\$47,239
201	\$2,952.42	\$4,133.42	\$35,429	\$49,601
202	\$3,100.08	\$4,340.11	\$37,201	\$52,081
203	\$3,255.08	\$4,557.08	\$39,061	\$54,685
204	\$3,450.39	\$4,830.54	\$41,405	\$57,967
205	\$3,691.92	\$5,168.68	\$44,303	\$62,024
206	\$3,987.27	\$5,582.18	\$47,847	\$66,986
207	\$4,306.25	\$6,028.75	\$51,675	\$72,345
208	\$4,650.75	\$6,511.05	\$55,809	\$78,133
209	\$5,022.83	\$7,031.92	\$60,274	\$84,383
210	\$5,424.67	\$7,594.50	\$65,096	\$91,134
211	\$5,858.58	\$8,202.08	\$70,303	\$98,425
I	\$7,599.25	\$10,182.92	\$91,191	\$122,195
II	\$8,207.17	\$10,997.58	\$98,486	\$131,971
III	\$8,945.83	\$11,987.33	\$107,350	\$143,848
IV	\$9,840.42	\$13,186.08	\$118,085	\$158,233
V	\$10,922.83	\$14,636.58	\$131,074	\$175,639
VI	\$12,124.33	\$16,246.58	\$145,492	\$194,959
G17	\$5,222.00	\$6,670.00	\$62,664	\$80,040

EXHIBIT C
Effective July 1, 2010
List of New and Modified Job Descriptions

<u>Job Description Titles</u>	<u>Disposition</u>
Accessible Services Administrator	Modified
Accessible Services Eligibility Specialist	New
Accountant I	Modified
Administrative Supervisor	Modified
Customer Advocate I	New
Maintenance Supervisor-Light Rail	Modified
Materiels Management Superintendent	Modified
Senior Administrative Assistant	Modified
Senior Customer Advocate	New



Title: Accessible Services Administrator

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to manage and administer the District’s Americans with Disabilities Act (ADA) accessible services paratransit eligibility and appeals program to ensure compliance with applicable transit and ADA regulations, policies and procedures. This is accomplished by overseeing, delegating, training and supervising the work of subordinate staff responsible for the paratransit eligibility certifications and ensuring timely processing of application and complaints with federal and agency guidelines.

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	S	Provides oversight of RT’s ADA paratransit service contract by preparing financial projections and statistical and narrative records and reports on activities, evaluating compliance with ADA standards, tracking unit expenditures and assisting with developing department budget, and acting as liaison and representative for District for Federal Government entities including FTA, US DOJ on any ADA related issues.	30%
2	S	Monitors, reviews, and approves paratransit eligibility determinations by providing feedback to ensure quality control and compliance with federal regulations and District policies. Provides information and advice to staff regarding federal regulations and the District's policies and practices.	25%
3	L	Conducts Department administration including: training, performance appraisals, progressive discipline, and coordinates, assigns, and reviews work and office coverage.	15%
4	S	Supports department director by drafting accessibility program documents, including RT's plans, programs and services to ensure compliance with the ADA and other applicable federal or state laws in provision of bus, light rail, and paratransit service. Supports department director with activities of the Mobility Advisory Council (MAC).	15%
5	S	Evaluates requests for appeal of paratransit eligibility decisions by reviewing applications and soliciting information from applicant	10%



		and medical professionals to evaluate the applicant's eligibility in accordance with federal guidelines.	
6	L	Serves as the District's representative at administrative hearings by preparing written briefs for presentation, presenting oral arguments, and questioning witnesses.	5%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, Communications, Sociology, Physical Therapy Vocational Rehabilitation, or a 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 (1) year of education.</p>
Experience	<p>A minimum of five (5) years of experience managing large service contracts and demand response transit programs within an ADA regulated environment, including two (2) years of supervisory experience. Experience working with the disabled community is preferred.</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. A first line supervisor typically performs these functions.</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 job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.</p>
Technical Skills	<p>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.</p>
Budget Responsibility	<p>Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.</p>



Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; 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	

KNOWLEDGE
<ul style="list-style-type: none"> • Laws, regulations, and reporting requirement dealing with persons with disabilities and the elderly, including the ADA, California Title 24, and Sections 503 and 504 of the Rehabilitation Act. • Principles and practices of paratransit demand response operations, service delivery, eligibility criteria, and eligibility certification methods. • Statistical research methods and techniques. • Basic principles of program development, program management, and auditing. • Various kinds of disabilities, their related functional abilities, and accommodation tools. • Modern management theory and practices. • Conflict resolution, negotiation, and mediation techniques. • District policies, procedures, and programs. • Appropriate terminology in discussing disabilities, and related functional limitations in accessing fixed route service. • Contract compliance requirements.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES
<ul style="list-style-type: none"> • Communicate effectively, both orally and in writing, including the ability to make oral and written presentations to executive groups, boards, and other policy groups in a clear and concise manner. • Manage multiple priorities and projects in an environment with frequent disruptions



and significant time constraints and demands.

- Interpret, analyze, and apply the general guidelines of the ADA transportation provisions in establishment of District policies related to disabled and elderly services.
- Work with people with disabilities and older adults and representatives from the disabilities community and social service agencies.
- Assess and serve the needs of customers, including those from culturally diverse backgrounds, the elderly, persons with disabilities, or other vulnerable populations.
- Establish and maintain effective working relationships with employees, supervisors, and diverse groups of internal and external customers.
- Apply innovative approach programmatically and technologically
- Develop and maintain a responsive, goal-oriented approach to the resolution of issues.
- Build coalitions, community relations, public process, contract management and employee relations
- Promote awareness and collaborate effectively with management regarding issues related to passengers with special needs.
- Prioritize work and meet critical deadlines.
- Analyze complex technical laws and regulations.
- Continue education on ADA issues, including regulations, court rulings, federal guidance, and available resources.
- Educate District personnel on issues related to services to passengers with disabilities and the elderly.
- Present a positive image of the District in a highly visible position to the disabled and elderly community, despite any negative experiences of customers related to District programs or services.
- Resolve conflict and collaborate on solutions to enhance customer service.



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 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 duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	F	To other departments/offices/office equipment, around work site
Lifting	O	Files, supplies, equipment
Carrying	O	Files, supplies, equipment
Pushing/Pulling	R	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, calculator, telephone pad
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers
Crawling	N	
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	N	
Balancing	N	
Vision	F	Reading, computer screen
Hearing	C	Communicating with co-workers and public and on telephone
Talking	C	Communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, various office equipment, and computer and associated hardware and software.

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	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED: None

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	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
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.



Title: Accessible Services Eligibility Specialist

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to ensure compliance with the Federal Americans with Disabilities Act (ADA) paratransit eligibility regulations. This is accomplished by evaluating and reviewing ADA paratransit service applications, determining paratransit eligibility, developing justification for eligibility or denial of ADA paratransit services, interviewing applicants, researching disability related information, and preparing certification documentation regarding an applicants eligibility or reason for service denial. This position requires extensive contact with customers, family members, disability service providers and medical professionals.

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	S	Evaluates and reviews ADA paratransit applications to determine paratransit eligibility using established procedures and federal regulations for customers applying for ADA Paratransit Services. Conducts in-person and telephone interviews with applicants to obtain additional information to assist in evaluating functional impacts of an applicant’s disability in accessing fixed route transit services. Determines and documents ADA paratransit eligibility, including category, conditions of eligibility and reasons for denial. May pursue physician or medical verification to assist in analysis or applicants eligibility determination. Researches medical resources for functional limitations to access District services.	40%
2	S	Provides eligibility evaluation and support by preparing assessment summaries, reviewing, editing and writing eligibility assessment determinations for ADA paratransit service, preparing affidavits in support of application appeals and other related correspondence, memos, documents and reports as necessary.	20%
3	S	Maintain and update ADA paratransit application status information in database tracking software; collect and compile data; retrieve and develop/create reports, summaries and graphs; maintain database.	20%
4	S	Conducts on-board observations of District’s bus and light rail system of ADA fixed route compliance; develops summary reports of observed ADA violations.	10%



5	S	Participates in, attends and prepares for various ADA paratransit information outreach events; respond to inquiries from Paratransit applicants, District staff and other agencies; may participate in special projects by researching, reviewing and compiling information.	5%
6	S	Read, understand, interpret and apply District policies, procedures, State and Federal ADA Paratransit eligibility regulations.	5%

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 a college, technical, business, vocational or correspondence school in Business Administration, Public Administration, Social Science or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</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 experience in the medical field, social service agency or disability related service provider agency. Experience in the transit/paratransit field is preferred.
Supervision	Job has no responsibility for the direction or supervision of others.
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 job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.
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	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	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 college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Federal and state laws and regulations pertaining to ADA paratransit and fixed route service compliance requirements including paratransit eligibility criteria and eligibility certification methods. • Various kinds of disabilities, their related functional abilities and accommodation tools. • Basic statistical analysis. • Methods and techniques of tracking, recording, and presenting basic statistical data. • Practical application of computers and peripheral equipment. • English grammar, punctuation, spelling, and usage. • Appropriate terminology in discussing disabilities and related functional limitations in accessing fixed route service. • General methods of tactful public communication.

SKILLS
<ul style="list-style-type: none"> • Intermediate word processing, spreadsheet, presentation and database software • Specialized software related to functional area.



ABILITIES

- Prioritize and deal with conflicting workload requirements.
- Meet deadlines.
- Handle all internal/external contacts with courtesy, diplomacy, and tact.
- Communicate effectively.
- Work well with others.
- Use tact and persuasion under pressure in extremely controversial and confrontational situations.
- Apply customer service skills, representing the District in a positive way while working with the public.
- Effectively present information and respond to questions from diverse groups, managers, customers and the general public.
- Learn District and departmental operating policies and procedures.
- Learn specific system processes, methods, tasks and procedures related to department and job.
- Write reports and business correspondence.
- Extract statistics and written information from reports and transfer to other documents.
- Organize information clearly and precisely.
- Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations.
- Think critically and make sound decisions.
- Exercise sound judgment and make independent decisions.



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

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, electric stapler, photo identification machine, laminator, recorder/dictation machine, tape copier, computer and associated hardware and software.



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	O
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED: None

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
-------------------------------------------------------	---------------------------------------------------	-------------------------------------------------	-----------------------------------

-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	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	
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.



Title: Accountant I

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to process accounting information for the District. This is accomplished by utilizing governmental accounting principles and practices and adhering to federal transit requirements to review information, including summarization, analysis, interpretation, and representation in a different format.

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	S	Maintains, reviews, and updates assets on the general ledger by locating and tagging fixed assets, checking asset values, creating master records, reconciling fixed assets, validating project cost impact and posts project costs, reviewing needed reconciliation corrections, and providing direction for fixed asset modules.	35%
2	S	Tracks fixed assets by entering data and organizing electronic files, coordinating and directing physical inventory of fixed assets, keeping track of data and statistics, and maintaining accurate and up-to-date files and records.	15%
3	S	Prepares procedure manual for fixed assets by recommending change of procedures if current procedures are out-of-date.	10%
4	S	Prepares daily summary reports of transactions and other reports and worksheets by reviewing the general ledger system and assists with year-end audit by preparing audit papers.	10%
5	S	Conducts administration, record keeping, procedures, and processes of specific projects or programs by carrying out required processes and procedures and creating necessary forms and reports.	20%
6	S	Ensure daily currency deposit slip agrees to the receipts from the bus and LR daily total reports. Ensure revenue cash/coin worksheet agrees with Revenue Center daily summary sheet; complete sales and inventory reconciliation for all LR station cash hoppers. Provide daily cash deposit report to Accounting.	10%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Accounting, Finance Business Administration, Public Administration or a closely related field.</p> <p>Substitution of experience for the required education is not accepted.</p>
Experience	A minimum of one (1) year of professional accounting experience.
Supervision	Job has no responsibility for the direction or supervision of others.
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 budget responsibility. Please refer to Essential Functions section of job description for fiscal responsibilities. Overall budget accountability is maintained at the Department/Division level, or as appropriate.
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	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 college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	



KNOWLEDGE
<ul style="list-style-type: none">• General knowledge of Generally Accepted Accounting Procedures (GAAP).• GAAP Rules regarding, the capitalization of fixed assets, write offs, disposals, etc.• Transit requirements for capitalization and reimbursements.• FASB and GASB accounting pronouncements.

SKILLS
<ul style="list-style-type: none">• Advanced word processing, spreadsheet, presentation and database software.• Specialized software related to functional area.

ABILITIES
<ul style="list-style-type: none">• Record, track, roll forward fixed assets, determine funding sources, evaluate gains loses, when fixed asset is sold, determine if funds should be returned.• Perform grant reconciliations to determine whether draw downs, billings, SAP reports, and settled amounts are correct.• Perform developer fee reconciliation.• Verify proper accounting of transactions.• Research fixed asset module problems and test possible configuration solutions.• Perform research on accounting issues.• Learn the District’s standard operating procedures.• Read, understand, and interpret detail in graphical and tabular formats.• Prepare monthly journal entries and reconciliations for various Balance Sheet Accounts• Analyze revenue and expense accounts to and provide fluctuation analysis• Work with others to determine expense category.• Read, understand, and interpret detail in graphical and tabular formats.



OVERALL PHYSICAL STRENGTH DEMANDS:

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

Sedentary	X	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	N	
Sitting	C	Desk work; meetings
Walking	O	To other departments/offices; around work site
Lifting	R	Supplies; equipment; files
Carrying	R	Supplies; equipment; files
Pushing/Pulling	N	
Reaching	O	For supplies; for files
Handling	O	Paperwork; monies
Fine Dexterity	C	Computer keyboard; telephone keyboard; calculator
Kneeling	R	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	C	Reading; computer screen
Hearing	R	Communicating via telephone/radio; to co-workers/public
Talking	R	Communicating via telephone/radio; to co-workers/public
Foot Controls	N	
Other (specified if applicable)		None noted.

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Fax machine and computer and associated hardware and software.



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	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED: None noted.

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	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
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.



Title: Administrative Supervisor

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to plan, organize and supervise administrative/clerical support personnel and coordinate all centralized administrative and office support functions of a department/division. Incumbents have responsibility for, and may participate in the work unit operations. This is accomplished by coordinating and monitoring work assignments of unit staff and department light duty assignments; developing work procedures, methods and record-keeping systems; performing personnel management functions; performing personnel and payroll transactions, maintaining payroll and employee records; coordinating and gathering information and drafting responses; typing, printing and distributing correspondence, tracking and recording information and preparing various reports; answering and screening calls; maintaining and ordering office supplies and inventories; administering procurement activities; creating and proofing documents and routing mail; may participate in the budget process, may compile and prepare budget documents. Other duties may include scheduling and coordinating meetings and events; completing records retention activities.

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	S	Supervises and assigns the work of a unit engaged in complex administrative and office support functions; coordinates, prioritizes and monitors work flow; provides assistance with difficult or unusual problems; develops work procedures, methods and record-keeping systems; participates in the hiring and training of staff; reviews work for completeness, accuracy and compliance with operating procedures; receives and resolves routine personnel matters and makes recommendation to superiors on difficult and complex personnel matters; conducts group and individual conferences to discuss rules, procedures and performance problems; encourages cooperation and teamwork among staff; completes performance evaluations; reviews, approves and signs time sheets and time off requests; monitors and assigns work of department light duty assignments.	55%
2	S	Provides complex administrative support to the assigned department by reviewing information, including summarization and representation; preparing letters, memos and reports on various	25%



		subjects; monitoring and tracking of department personnel issues including training, physicals, license, VTT expiration/renewal requirements, staffing, attendance, discipline and grievance timelines, light duty assignments; reviewing outgoing documents for accuracy and completeness; preparing, editing and reviewing data for documents, proposals, bids and purchase orders; ordering and maintaining office supplies; processing and coordinating the preparation and submission of payroll information, personnel transactions, requisitions and purchase orders; applying and explaining payroll and personnel rules; acts as liaison with several internal agencies including but not limited to central personnel, labor relations, risk, finance and payroll staff.	
3	S	Provides receptionist support to the assigned department by receiving and screening telephone inquiries and visitors, responding to questions and providing information; receiving complaints and routing them to the appropriate person, and taking and delivering messages.	10%
4	S	May be assigned limited budget responsibilities including: receiving and processing invoices; researching and resolving billing errors; coordinating items of the department budget by assisting in providing recommendations for budget projections, entering budget projections and information in the District budget program, coordinating and reconciling accounts payable, purchase orders and reporting information; preparing budget adjustments or fund transfers as necessary, and creating check requests, requisitions and purchase orders for vendor payments. Position has administrative budget responsibility which will include analysis of activity, research associated with line item reconciliation, as well as the responsibility for insuring that all expenses are supportable and allowable. Overall budget accountability is maintained at the Department/Division level, or as appropriate.	10%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six (6) months/one (1) year of advanced study or training past the high school equivalency in administrative support and/or office management. Accredited community college, vocational, business, and technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
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.
Experience	A minimum of three (3) years of higher level office or administrative support experience including providing support to upper management level positions. One (1) year of lead or supervisory experience 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. A first line supervisor typically performs these functions.
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 job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
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 budget responsibility. Please refer to Essential Functions section of job description for fiscal responsibilities. Overall budget accountability is maintained at the Department/Division level, or as appropriate.
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	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 college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Typing Certificate verifying minimum typing speed of 60 net words per minute.



KNOWLEDGE
<ul style="list-style-type: none"> • Standard office administration, methods, practices and techniques • Methods, practices and techniques of payroll, personnel, purchasing and accounting transactions • Effective supervisory practices, principles and techniques • Record keeping and filing methods. • Methods and techniques of filing, tracking, recording, and presenting information. • Practical application of computers and peripheral equipment. • English grammar, punctuation, spelling, and usage. • Standard office machine usage. • General methods of tactful public communication. • Financial reconciliation of budget expenditures and credit card purchases.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area.

ABILITIES
<ul style="list-style-type: none"> • Evaluate, plan, prioritize, coordinate and delegate daily administrative and clerical operations • Lead and/or supervise the work of others engaged in clerical activities • Prioritize and deal with conflicting workload requirements • Handle contacts with courtesy, diplomacy, and tact • Read and understand Department policies and procedures • Prepare and review letters, memos, and general correspondences • Present information and respond to questions from Department staff • Deal with difficult people and situations • Learn District and departmental operating policies, procedures, systems and methods • Identify and analyze operational problems and recommend changes • Organize information clearly and precisely • Apply customer service skills, representing the District in a positive way • Accurately take notes and minutes for written meeting summaries • Extract data and written information from reports and transfer to other documents • Secure cooperation and teamwork among professional and/or support staff • Maintain confidentiality of information • Recognize and respect the limit of authority and responsibility



OVERALL PHYSICAL STRENGTH DEMANDS:

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

Sedentary	X	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	F	Communicating with co-workers
Sitting	C	Computer keyboard; telephone keypad; calculator; calibrating equipment
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment; files
Carrying	F	Supplies; files
Pushing/Pulling	C	Desk work
Reaching	C	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Paperwork
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves; ground
Crawling	N	
Bending	F	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	C	From computer to telephone
Climbing	F	Stairs
Balancing	N	
Vision	C	Reading; computer screen; observing work site
Hearing	C	Communications via telephone/radio to coworkers/public
Talking	C	Communications via telephone/radio to coworkers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Copier, fax machine, binding machine, folding machine, projectors, microfilm reader, calculator, computer and associated hardware and software.



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	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

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	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
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.



Title: Customer Advocate I

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to assist customers by receiving and processing service complaints, comments, employee commendations and inquiries and to problem solve and mediate unexpected and unusual issues directly from the general public and determine potential Regional Transit policy and regulation compliance issues. This is accomplished by processing incoming customer contacts received through written and electronic correspondence and via telephone; maintaining records of all customer contacts in database; researching and resolving or escalating issues/comments to appropriate department; completing and obtaining customer signature on Passenger Service Reports (PSR) for official complaints; corresponds with customers regarding status of complaints. Other duties include tracking, recording and reporting information; preparing documents, reports and correspondence; coordinating schedules and meetings and completing related administrative duties.

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	S	Acts as initial contact to the general public for comments regarding all agency services; provides information to customers by mail, e-mail or on the telephone; receives all positive and negative comments, suggestions and complaints from the public regarding operations issues (of Operators, schedules, Regional Transit policy and regulation compliance related, etc.) as well as all other agency services/projects; documents information, inputs into automated tracking system, researches and resolves complaints as appropriate or obtains signature from customer, completes PSR as necessary and routes to appropriate department for follow-up and response; prepares initial written communication to advise customer of action taken in response to comment/issue; completes administrative support by preparing, proofreading, editing, revising and formatting correspondence and documents, reviewing, scanning, identifying, indexing, and filing documents; generating standard responses verbally, in writing, or electronically to requests for information and distributing time-sensitive documents to appropriate staff.	70%



2	S	Prepares reports by entering, tracking, recording, and reporting data into automated database system; create and maintain spreadsheets; keeps status reports on information and records; tracks and reports on special information as needed; compiles data on customer issues or reporting process improvements; and utilizes application programs to chart and display recorded information for inclusion in reports; maintains customer contact database.	15%
3	S	Participates in, attends and prepares for various meetings and information/outreach events; coordinates meeting arrangements, prepares meeting materials and takes minutes; conduct observations of the District's bus and light rail system for compliance and to investigate customer issues, concerns and complaints and identifies and reports observed violations.	15%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires the knowledge and ability to read and understand written instructions, basic operational, technical or office processes, and the routine operation of machines. Level of knowledge is equivalent to four (4) years of high school or equivalent.</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 one (1) year of general office or administrative support experience which must have included substantial public contact and customer service work.
Supervision	Job has no responsibility for the direction or supervision of others.
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	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 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	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 college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Typing Certificate verifying minimum typing speed of 40 net words per minute.



KNOWLEDGE
<ul style="list-style-type: none"> • Customer service and customer relations principles • General methods of tactful public communication • Telephone etiquette and procedure • Record keeping and filing methods • Methods and techniques of filing, tracking, recording, and presenting data • Practical application of computers and peripheral equipment. • Correct English usage, spelling, grammar and punctuation • Standard office machine usage

SKILLS
<ul style="list-style-type: none"> • Intermediate word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES
<ul style="list-style-type: none"> • Prioritize conflicting workload requirements • Handle all internal and external contacts with courtesy, diplomacy, and tact • Read and interpret District policies • Appropriately classify complaints for handling • Effectively identify appropriate person/department to route complaints to • Write reports and business correspondence • Effectively present information and respond to questions from groups, managers, customers, and the general public • Establish and maintain effective working relationships with others • Deal with difficult people and situations • Learn District and departmental operating policies, procedures, systems and methods • Learn specific system processes, methods, tasks and procedures related to department and job • Organize information clearly and precisely • Take accurate notes and minutes for written meeting summaries • Prepare meeting agendas • Extract data and written information from reports and transfer to other documents • Learn the District’s bus and light rail system and the geography of the local area • Tabulate and summarize data, identify trends and prepare reports • Work in a fast-paced environment and prioritize workload



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	F	Communicating with co-workers; observing work duties; observing work site
Sitting	C	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	F	Supplies; equipment; files
Carrying	O	Supplies; equipment; files
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	Supplies; files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving
Hearing	F	Communicating via telephone/radio to co-workers/public
Talking	F	Communicating via telephone/radio to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)	N	

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, headphones, radio scanner, computer and associated hardware and software.



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	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

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	F
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
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.



Title: Maintenance Supervisor-Light Rail

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to supervise the operation, maintenance and repair of electrified transit systems and rail transit signaling systems. This is accomplished by scheduling and assigning personnel, issuing instructions, reviewing and monitoring progress, training personnel, resolving labor relations issues, applying all policies and procedures, reading and interpreting schematics and technical manuals, applying current labor contract documentation, diagnosing, repairing, and overhauling complex equipment, vehicle bodies, and electrical and mechanical systems, and enforcing safety rules and regulations. Other duties include managing the paint and body shop, gas and propane shop, reviewing and updating documentation, including training material, maintenance manuals, and electrical schematics, maintaining equipment, investigating damages to District vehicles and coordinating repairs, maintaining portable test units, analyzing new vehicle acquisitions, managing inventory of tools and equipment, performing monthly safety inspections, assisting in the preparation of the budget, conducting safety meetings, and providing transit-related information to the public.

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	Monitors and evaluates work assignments by communicating with staff, providing deadlines, ensuring work methodologies are appropriate, ensuring subordinates receive training to complete assigned tasks in accordance with specifications and regulations, monitoring work progress and assigning additional resources as needed, inspecting completed tasks, maintaining equipment maintenance records, supervising personnel, and monitoring equipment performance for reliability.	35%



2	L	Maintains assignment records and coordinates reports by evaluating completed repair orders, assigning repair codes, developing and maintaining records of repair history and effectiveness, evaluating data to determine trends in equipment failures and repairs, preparing a variety of reports such as road calls, equipment performance indicators, project status, accident investigation, vandalism, and technical analysis of mechanical, electronic, electrical, and software issues, generating work plans, collecting and reporting project data, developing plans for equipment and personnel allocation, reviewing contracts, technical documents, and specifications, overseeing projects for quality and compliance to specifications, and coordinating with vendors and contractors on assigned projects.	35%
3	L	Participates in the technical analysis of new equipment and repair techniques by evaluating needs and requirements, investigating and evaluating alternative solutions for effectiveness and cost reduction, and making recommendations to management.	10%
4	M	Assists in solving complex repairs by providing assistance based on technical knowledge and experience, providing resources such as schematics, technical manuals, special tools, and equipment, evaluating repair efforts and providing feedback, alternatives, and/or solutions, contacting other regional transit departments for additional technical information or assistance as needed, and contacting outside vendors and contractors for additional technical information or assistance.	10%
5	L	Supervises the investigation of accidents by reviewing incidents involving personnel, shop equipment, non-revenue vehicles, light rail vehicles, and/or equipment, evaluating damage to equipment, determining repair techniques, parts, and time required, preparing equipment damage reports, investigating the cause of the accident, making recommendations to prevent similar accidents in the future, and participating in accident investigation committees as required, preparing accident, first aid, safety and/or worker's compensation reports as required.	10%



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 Electronic or Electrical Technology 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	<p>A minimum of five (5) years of journey level mechanic experience in troubleshooting, repair, and maintenance of complex electrical vehicles, machinery and/or related equipment. One (1) year of lead or supervisory experience is preferred.</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 allocations. 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	<p>Intermediate - Ability to deal with system of real numbers; 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.</p>



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 college. 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 A driver's license, with Passenger and Airbrake endorsements, Light Rail Vehicle (LRV) Operator's license, Environmental Protection Agency (EPA) Section 608 and Fork Lift.

KNOWLEDGE
<ul style="list-style-type: none"> • Principles of supervision, training, motivation, and counseling. • Diagnosis, repair, and maintenance of complex electronic equipment, and electrical and mechanical systems. • Safety rules and regulations and first aid practices. • Principles of preventive maintenance and cost control. • Mechanical tools and specialized equipment/machinery used in the repair and maintenance of Light Rail Vehicles, Fare Vending Machines and miscellaneous shop/support equipment. • Knowledge of high voltage shop and equipment safety practices.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES
<ul style="list-style-type: none"> • Learn District policies and procedures. • Perform physical job demands, including governmental regulations. • Supervise, train, motivate personnel and coordinate work activities. • Use special tools, equipment, and instruments for maintenance operations. • Maintain vehicle records. • Analyze and resolve complex maintenance and repair problems. • Prioritize work orders and effectively schedule personnel. • Read, interpret, and apply service and repair manuals/ complex electrical schematics, government codes and regulations, and labor contracts. • Write detailed reports, business correspondence, and procedure manuals. • Use independent judgment and initiative in developing solutions to problems. • Instruct or train subordinate workers. • Analyze and resolve disciplinary/grievance issues. • Communicate effectively in oral and written form, and effectively interact with



various levels of District employees and outside representatives.

- Satisfactorily complete LRV training program, depending on position assignment.
- Obtain and maintain Light Rail rule book and main line Certification;
- Obtain and maintain Blood borne Pathogens Certification.
- Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).



OVERALL PHYSICAL STRENGTH DEMANDS:

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

Sedentary	Light	Medium X	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	Observing work site; observing work duties; communicating with co-workers
Sitting	F	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment; files
Carrying	O	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; calibrating equipment
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground; making repairs
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	O	Stairs; ladders; step stools; onto equipment
Balancing	O	On ladders; on equipment; on step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio; to co-workers/public; listening to equipment
Talking	C	Communicating via telephone/radio; to co-workers/public
Foot Controls	O	Driving; operating heavy equipment
Other (specified if applicable)		None

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Multi meters, scope meters, precision ohm meters, chart recorders, Wheatstone bridges, finger gauges, forklifts, wheel truing machine, in-floor and portable LRV jacking systems, re-railing equipment, grinders, belt sanders, drill press, lathe, band saw, hydraulic presses, sheet metal brake and computer and



associated hardware and software.

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

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Eye protection, hearing protection, respiratory protection, fall protection, gloves

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	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 2 below)	N/A

(2) N/A

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	
Shop	X	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.



Title: Materials Management Superintendent

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to direct daily material operations for inventory. This is accomplished by mediating conflicting problems relating to the strategic procurement and inventory management of materials, managing revenue and non-revenue inventory, overseeing multiple warehouse facilities, purchasing goods, services, supervising staff, providing technical support and training to subordinate staff and District employees, testing the functionality of system procurement and material management software, completing warehouse safety inspections, managing facility issues within the warehouses, and providing information for the purpose of union interactions.

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	Manages inventory by overseeing warehouse operations, identifying inventory needs and maintaining system records, forecasting parts minimum and maximum stock levels, managing availability and distribution of parts to departments, coordinating shipping, receiving, and warehouse operations, and performing annual inventories and continuous periodic cycle counting to ensure system accuracy.	35%
2	S	Completes purchasing functions by locating and recommending suppliers, evaluating products and services, preparing technical specifications and bid documents, ensuring adequate and proper funding for requests, overseeing the competitive bidding process, preparing justification of cost on single bid responses, acting as a resource and liaison between procurement, internal departments and vendors, and ensuring products and services are delivered in a timely manner, and procures supplies to meet the District's needs.	35%
3	S	Provides direct supervision to subordinates by managing and directing activities of personnel engaged in material warehousing, shipping, receiving, and inventory storage and distribution, providing technical expertise and training for procurement activities over a wide range of commodity areas, hire, counsel, train and discipline staff and adhere to administrative and union collective bargaining agreements.	30%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration 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 five (5) years of experience in materials management, inventory control, and/or procurement related activities, including two (2) years of supervisory experience.
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 job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
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 moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. 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	



KNOWLEDGE

- Principles and practices of procurement.
- Methods and techniques of developing and implementing inventory control.
- Collective bargaining and labor agreements.
- Local, state, and federal procurement procedures.
- Filing and document storage and retrieval methods.
- Methods and techniques of sourcing materials.
- Physical and computerized materiel management tools.
- Computerized physical inventory, parts storage, and retrieval methods.
- Supervisory principles and practices.
- Training techniques.
- Surplus parts disposable regulations

SKILLS

- Advanced word processing, spreadsheet, presentation and database software.
- Specialized software related to functional area.

ABILITIES

- Forecast inventoried parts minimum and maximum stock levels.
- Manage availability and distribution of parts to District departments.
- Manage daily computer and physical receipt of parts and equipment.
- Perform inventory transfers between parts storage warehouses.
- Manage and maintain inventory system integrity and accuracy.
- Ensure a clean, safe working environment in accordance to OSHA regulations.
- Evaluate bid solicitation to ensure all procurements are done in accordance to all local, state, and federal requirements.
- Create computer purchase orders and requisitions in accordance to District, local, State and Federal requirements.
- Ensure staff are adequately trained.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium X	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	O	Making presentations; observing work site; observing work duties; communicating with co-workers
Sitting	F	Desk work; meetings; driving
Walking	O	To other departments/offices; around work site
Lifting	O	Equipment; files
Carrying	O	Equipment; files
Pushing/Pulling	R	File drawers; equipment; tables and chairs
Reaching	O	For supplies; for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad; calculator
Kneeling	R	Filing in lower drawers
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	O	Stairs; step tools; onto equipment
Balancing	R	On ladders; on step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio; to co-workers/public; listening to equipment
Talking	C	Communicating via telephone/radio; to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephones, fax machine, copier, adding machine, PDA/Cell phone, vehicle, automated dock equipment, projector system, and computer and associated hardware and software.



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

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

(1) N/A

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	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	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse	X	Outdoors	
Shop	X	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.



Title: Senior Administrative Assistant

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

This classification reports directly to an Executive Management Team member for the purpose of providing a variety of complex administrative support tasks to division specific functions. This is accomplished by researching and reviewing policies, coordinating and gathering information and drafting responses; typing, printing and distributing division correspondence, tracking and recording information and preparing various reports; answering and screening calls; preparing meeting and agenda materials; maintaining office supplies and inventories; administering procurement activities; making travel arrangements; creating and proofing documents; routing mail and maintaining payroll and employee records. Other duties may include scheduling and coordinating meetings and events; completing records retention activities, and participating in the budget process.

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	S	Provides complex administrative support to the assigned division by reviewing information, including summarization, analysis, interpretation and re-presentation; preparing letters, memos and reports on various subjects; reviewing outgoing documents for accuracy and completeness; preparing, editing and reviewing data for documents, proposals, bids and purchase orders; processing documents and ordering and maintaining office supplies.	30%
2	S	Provides receptionist support to the assigned division by receiving and screening telephone inquiries and visitors, responding to questions and providing information; receiving complaints and routing them to the appropriate person, and taking and delivering messages.	20%
3	S	Inputs budget information for the division; reviews the division financial statements and notifies the supervisor of potential operating budget overruns; prepares and submits operating budget funds transfer requests; receives and processes invoices; and researches and resolves billing errors; Coordinates the department budget by providing the recommendations for budget projections, entering budget projections in the District budget program, reviewing the monthly department/division budget an expenditures	20%



		and reporting information. Preparing budget adjustments (transfers) as necessary, and creating check requests, requisitions and purchase orders for vendor payments. Position has administrative budget responsibility which will include analysis of activity, research associated with line item reconciliation, as well as the responsibility for insuring that all expenses are supportable and allowable. Overall budget accountability is maintained at the Department/Division level, or as appropriate.	
4	S	Coordinates the preparation and submission of regularly scheduled information such as payroll, budgets, requisitions, purchase orders, and grant applications; prepares recommendations for policy and procedure changes; assists or coordinates special projects; coordinates, prioritizes and assigns duties and tasks to staff; monitors work assignments; provides administrative procedures; recommends training and development of staff and prepares performance evaluations.	15%
5	S	Organizes and schedules meetings by completing agenda packets, posting notices and advertisements, recording official minutes, and preparing meeting rooms; makes travel arrangements and prepares registration materials for conferences.	15%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six (6) months/one (1) year of advanced study or training past the high school equivalency in administrative support and/or office management. Accredited community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</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 higher level office or administrative support experience providing support to upper management level positions.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
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 job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
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 budget responsibility. Please refer to Essential Functions section of job description for fiscal responsibilities. Overall budget accountability is maintained at the Department/Division level, or as appropriate.
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	Typing Certificate verifying minimum typing speed of 60 net words per minute.

KNOWLEDGE
<ul style="list-style-type: none"> • Record keeping and filing methods. • Methods and techniques of filing, tracking, recording, and presenting information. • Practical application of computers and peripheral equipment. • English grammar, punctuation, spelling, and usage. • Standard office machine usage. • General methods of tactful public communication. • Financial reconciliation of budget expenditures and credit card purchases.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area.



ABILITIES

- Prioritize and deal with conflicting workload requirements.
- Handle customers with courtesy, diplomacy, and tact.
- Read and interpret District policies and procedures.
- Prepare and review letters, memos, and general correspondences.
- Present information and respond to questions from the general public.
- Deal with difficult people and situations.
- Learn District and departmental operating policies, procedures, systems and methods.
- Organize information clearly and precisely.
- Apply customer service skills, representing the District in a positive way while working with the public.
- Accurately take notes and minutes for written meeting summaries.
- Use multi-line phone system and telephone etiquette.
- Extract statistics and written information from reports and transfer to other documents.



OVERALL PHYSICAL STRENGTH DEMANDS:

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

Sedentary	Light	Medium	Heavy	Very Heavy
X				
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	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	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	Communicating with co-workers
Sitting	C	Computer keyboard; telephone keypad; calculator; calibrating equipment
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment; files
Carrying	F	Supplies; files
Pushing/Pulling	C	Desk work
Reaching	C	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Paperwork
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves; ground
Crawling	N	
Bending	F	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	C	From computer to telephone
Climbing	F	Stairs
Balancing	N	
Vision	C	Reading; computer screen; observing work site
Hearing	C	Communications via telephone/radio to coworkers/public
Talking	C	Communications via telephone/radio to coworkers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Copier, fax machine, binding machine, folding machine, projectors, microfilm reader, calculator, computer and associated hardware and software.



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	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

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	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
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.



Title: Senior Customer Advocate

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to assist customers by receiving and processing the more difficult, complex and sensitive service complaints, comments, and inquiries; problem solving and mediating highly conflicting unexpected and unusual issues directly from the general public; determine potential Regional Transit policy and regulation compliance issues; to coordinate resolution and responses to service issues between the department and the customer and to ensure compliance. This is accomplished by processing incoming customer contacts received through written and electronic correspondence and via telephone; maintaining records of all customer contacts in database; researching and resolving or escalating issues/comments to appropriate department; completing and obtaining customer signature on Passenger Service Reports (PSR) for official complaints; corresponds with customers regarding status of complaints, communicating with appropriate department to ensure resolution of issues, act as lead over staff by assigning, coordinating and prioritizing workload. Other duties include tracking, recording and reporting information; preparing documents, reports and correspondence; coordinating schedules and meetings and completing related administrative duties.

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	S	Handles the more difficult, complex and sensitive public contacts regarding agency and service complaints, comments, and inquiries; provides information to customers by mail, e-mail or on the telephone; receives positive and negative comments, suggestions and complaints from the public regarding operations issues (of Operators, schedules, Regional Transit policy and regulation compliance related, etc.) as well as all other agency services/projects; documents information, inputs into automated tracking system, researches and resolves complaints as appropriate or obtains signature from customer and completes PSR as necessary and routes to appropriate department for follow-up and response; prepares initial written communication to advise customer of action taken in response to comment/issue; completes administrative support by preparing, proofreading, editing, revising and formatting correspondence and documents, reviewing, scanning, identifying, indexing, and filing documents;	35%



		generating standard responses verbally, in writing, or electronically to requests for information and distributing time-sensitive documents to appropriate staff.	
2	S	Prepares reports by entering, tracking, recording, and reporting data into automated database system; create and maintain spreadsheets; keeps status reports on information and records; identifies trends of reported issues, identifies problem areas and assists with formulation of corrective measures; researches data inconsistencies or issues as necessary; tracks and reports on special information as needed; compiles data on customer issues or reporting process improvements; and utilizes application programs to chart and display recorded information for inclusion in reports; maintains customer contact database.	30%
3	S	Leads staff by overseeing, reviewing and delegating work to subordinate staff, providing direction, guidance and coordination of subordinate work, providing work review and/or second-level response to the more complex and sensitive customer complaints assists staff with receiving and processing routine issues and complaints, coordinates, prioritizes and oversees the work of subordinate staff; assists with training needs; provides feedback to supervisor regarding subordinate performance and training needs and provides recommendation or solutions for development and revision of unit standard operating procedures.	20%
4	S	Participates in, attends and prepares for various meetings and information/outreach events; coordinates meeting arrangements, prepares meeting materials and takes minutes; conduct observations of the District's bus and light rail system for compliance and to investigate customer issues, concerns and complaints and identifies and reports observed violations.	15%



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 six (6) months/one (1) year of advanced study or training past the high school equivalency. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</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 increasingly responsible administrative office experience that includes substantial public contact and receiving and responding to customer complaints.
Supervision	Work require functioning as a lead worker performing essentially the same work as those directed and includes overseeing work quality, training, instructing and scheduling work.
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	Intermediate - Ability to deal with system of real numbers; 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	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 college. However, it may be obtained from experience and self-study.



Certification &
Other Requirements

KNOWLEDGE

- Customer service and customer relations principles
- General methods of tactful public communication
- Principles, practices and techniques of leading staff and delegating work
- Telephone etiquette and procedure
- Record keeping and filing methods
- Methods and techniques of filing, tracking, recording, and presenting data
- Practical application of computers and peripheral equipment.
- Correct English usage, spelling, grammar and punctuation
- Standard office machine usage
- General office administrative practices and procedures

SKILLS

- Intermediate word processing, spreadsheet, presentation and database software
- Specialized software related to functional area

ABILITIES

- Read, interpret and apply District rules, procedures and contract provisions
- Learn, explain and instruct others on District and departmental operating policies, procedures, systems and methods
- Prioritize and deal with conflicting workload requirements
- Prioritize conflicting workload requirements
- Handle all internal and external contacts with courtesy, diplomacy, and tact
- Read and interpret District policies
- Effectively identify appropriate person/department to route complaints to
- Write reports, business correspondence and procedure manuals
- Effectively present information and respond to questions from groups, managers, customers, and the general public
- Establish and maintain effective working relationships with others
- Deal with difficult people and situations
- Learn District and departmental operating policies, procedures, systems and methods
- Learn specific system processes, methods, tasks and procedures related to department and job
- Organize information clearly and precisely
- Take accurate notes and minutes for written meeting summaries
- Prepare meeting agendas



- Extract data and written information from reports and transfer to other documents
- Perform mathematical calculations, including ratios and percentages
- Learn the District's bus and light rail system and the geography of the local area
- Tabulate and summarize data, identify trends and prepare reports
- Work in a fast-paced environment and prioritize workload



OVERALL PHYSICAL STRENGTH DEMANDS:

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

Sedentary	Light	Medium	Heavy	Very Heavy
X				
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	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	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	Communicating with co-workers; observing work duties; observing work site
Sitting	C	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	F	Supplies; equipment; files
Carrying	O	Supplies; equipment; files
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	Supplies; files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving
Hearing	F	Communicating via telephone/radio to co-workers/public
Talking	F	Communicating via telephone/radio to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)	N	

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, headphones, radio scanner, computer and associated hardware and software.



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	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

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	F
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
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.