

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
6	04/28/14	Open	Action	04/09/14

Subject: Terms for the Settlement of Labor Negotiations between Sacramento Regional Transit and Amalgamated Transit Union, Local 256

ISSUE

Whether to approve the terms for settlement of labor contract negotiations between Sacramento Regional Transit (RT) and Amalgamated Transit Union, Local 256 (ATU 256), for the three year term of April 1, 2014, through March 31, 2017.

RECOMMENDED ACTION

Adopt Resolution No. 14-04____, Approving the Terms for Settlement of Labor Contract Negotiations Between Sacramento Regional Transit and Amalgamated Transit Union, Local 256, for the Three Year Term of April 1, 2014, Through March 31, 2017.

FISCAL IMPACT

Budgeted:	Yes	This FY:	\$	835,250
Budget Source:	Operating	Next FY:	\$	5,083,000
Funding Source:	State and Federal Sources	Annualized:	\$	4,988,333
Cost Cntr/GL Acct(s) or Capital Project #:	Various Departmental Labor Accts.	Total Amount:	\$	14,965,000
Total Budget:	\$ 14,965,000*			

* The total budget amount includes \$119,000 in reduced labor costs as the result of changes made to the RT – ATU 256 Retirement Plan.

DISCUSSION

The negotiating committees for RT and ATU 256 began meeting on December 18, 2012, for the purpose of revising certain provisions of the Collective Bargaining Agreement (CBA) including the Retirement Plan, which were set to expire on February 29, 2013. In January 2013, the parties suspended active negotiations pending a resolution of the hold up of Federal transit funding due to California's implementation of the Public Employee Pension Reform Act (PEPRA), effective January 1, 2013. Active negotiations were resumed on January 21, 2014, following the resumption of the release of Federal funding with the PEPRA matter being placed before the Federal Court for resolution.

The parties reached tentative agreement on the terms for a full settlement of negotiations and have reduced their agreements to writing which are attached to the accompanying Resolution as Exhibit A. The negotiating committees for RT and ATU 256 endorse and recommend ratification and approval of the stated terms as a full and complete settlement of all issues raised during

Approved:

Presented:

Final 04/22/14

General Manager/CEO

Chief Administrative Officer

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
6	04/28/14	Open	Action	04/09/14

Subject: Terms for the Settlement of Labor Negotiations between Sacramento Regional Transit and Amalgamated Transit Union, Local 256

negotiations. RT employees represented by ATU 256 ratified the settlement terms in an election held on April 9, 2014.

In summary, the revised CBA covers a three year period from April 1, 2014 through March 31, 2017.

All hourly wage rates, including applicable wage progression steps, will be increased by 4% annually effective April 1, 2014, 2015 and 2016. All RT employee members of ATU 256 on the payroll on April 1, 2014 will receive a lump sum payment of \$1,000 in addition to the hourly wage increase. Payment is to be made as soon as practicable following adoption of these settlement terms. Effective April 1, 2015, the entry level hourly wage rates for all job classifications will be increased by 2.5% and applicable to all employees being paid at the entry rate on or after April 1, 2015.

The Retirement Plan (Plan) covering RT employee members of ATU 256 will be amended to provide for the following; (1) employees with a hire date on or after January 1, 2015 will contribute 3% of their monthly earnings to support their retirement benefit, (2) if the Plan becomes 100% funded, the requirement for employee contributions will terminate, and (3) an employee making contributions to the Plan that leaves the employment of RT prior to becoming vested under the terms of the Plan will have the amount of his or her contributions repaid, including interest as provided by the Retirement Plan, at the time of departure.

Tentative Agreements to revise specific provisions of the CBA are included as a 16 page attachment to Exhibit A. Revisions include correcting typographical errors or incorrect citations, revising dates as necessary to correspond to the new term of agreement and incorporating language providing for alternative work scheduled for employees in the Clerical Unit.

Side Agreements to the CBA were reviewed, updated as necessary and signed off by the parties as necessary for continuity of the Agreement. The revised list is included with Exhibit A, as Attachment 2.

Job Descriptions for the Clerical Unit employees were reviewed and rewritten. The revised job descriptions are included in Exhibit A, as an 81 page Attachment 3.

Staff recommends approval of the settlement terms and conditions for a revised CBA, Retirement Plan and Job Descriptions, between RT and ATU 256, to be effective April 1, 2014, and authorize the General Manager/CEO to execute the final revised Agreement.

RESOLUTION NO. 14-04-_____

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

April 28, 2014

**APPROVING THE TERMS FOR SETTLEMENT OF LABOR CONTRACT
NEGOTIATIONS BETWEEN SACRAMENTO REGIONAL TRANSIT AND
AMALGAMATED TRANSIT UNION, LOCAL 256, FOR THE THREE YEAR
TERM OF APRIL 1, 2014, THROUGH MARCH 31, 2017**

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

THAT, the labor contract settlement terms attached hereto as Exhibit A, between Sacramento Regional Transit (RT) and the Amalgamated Transit Union, Local 256 (ATU 256), establishing compensation, benefits, retirement provisions, and other terms and conditions of employment for employee members of ATU 256, are hereby approved.

THAT, the General Manager/CEO is hereby authorized to bind RT to a Collective Bargaining Agreement (CBA) with ATU 256, whereby the existing CBA including the Retirement Plan, is amended and restated to provide for the changes to compensation, benefits, retirement provisions and other terms and conditions of employment, as set forth in the attached Exhibit A.

THAT, the General Manager/CEO is hereby authorized to execute the fully revised CBA and the necessary Retirement Plan amendment(s) on behalf of RT and to implement its terms.

PHILLIP R. SERNA, Chair

A T T E S T:

MICHAEL R. WILEY, Secretary

By: _____
Cindy Brooks, Assistant Secretary

RT – ATU 256 LABOR NEGOTIATIONS CONTRACT SETTLEMENT TERMS

April 1, 2014

The following are the terms tentatively agreed upon by representatives of Amalgamated Transit Union, Local 256 (ATU), and Sacramento Regional Transit District (RT), for the settlement of labor contract negotiations which began December 18, 2012. Any issues not formally withdrawn or agreed upon and not addressed below are to be considered withdrawn by ATU or RT, as appropriate.

1. **Term of Agreement:** Thirty six (36) months beginning April 1, 2014 and ending March 31, 2017.
2. **Hourly Wage Increase:** The hourly wage rate for all classifications will be increased at the time and by the amount as follows:

<u>April 1, 2014</u>	<u>April 1, 2015</u>	<u>April 1, 2016</u>
4.0%	4.0%	4.0%

These percentages apply to all step increases.

3. **Lump Sum Payment:** All ATU member employees on RT's payroll on April 1, 2014 will receive a lump sum payment of \$1000, in addition to the hourly wage increase set forth above. Payment will be made as soon as practicable following Board adoption of these settlement terms.
4. **Entry Level Pay Step Adjustment:** Effective April 1, 2015, the entry level hourly wage rate will be increased by 2.5% and applicable to all employees being paid at the entry rate on or after April 1, 2015.
5. **Retirement Plan:** The Retirement Plan (Plan) for RT Employees Who Are Members of ATU Local 256, adopted by the Board of Directors on July 12, 2012, will be amended to provide for the following:
 - **Employee Contributions** - Employee contributions to the Plan of 3% of the employees monthly pay, by all employees with a hire date on or after January 1, 2015.
 - **Termination of Contributions** – If the Plan becomes 100% funded, employee contributions will be terminated.
 - **Repayment of Contributions** – An employee member of ATU with a hire date on or after January 1, 2015, who leaves employment prior to becoming vested under the terms of the Plan will have the amount of his or her contributions repaid, with interest as provided by the Retirement Plan, at the time of departure.

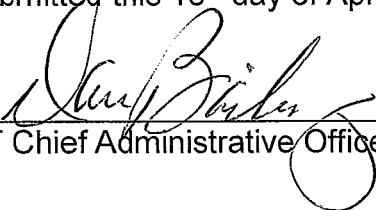
6. **Tentative Agreements:** Attached here to as Attachment 1 (16 pages), are tentative agreements made by the negotiating parties for the amendment of specific provisions of the Collective Bargaining Agreement, which are part of the terms of this settlement.

7. **Side Agreements to the CBA:** Attached hereto as Attachment 2, is a list of side agreements to the CBA which was revised by the parties during negotiations.

8. **Job Descriptions:** Attached hereto as Attachment 3 (81 pages), are revised and agreed upon job descriptions for all Clerical Unit employee members of ATU.

Attachment 1 – Tentative Agreements
Attachment 2 – Side Agreements to the CBA
Attachment 3 – Revised Clerical Unit Job Descriptions

Submitted this 16th day of April, 2014.



RT Chief Administrative Officer / Chief Negotiator

XXX

ATTACHMENT 1

TENTATIVE AGREEMENTS

**RT – ATU 256 LABOR NEGOTIATIONS
TENTATIVE AGREEMENT**

ARTICLE 7 – Arbitration – Fourth Step

Section 1 – Any dispute or grievance not satisfactorily adjusted at the Third Step may be submitted to arbitration by the District or the union, as provided for in this Article.

Tentative Agreement:

For ATU 256:

Victor M. Guerra

December 20, 2012

For SRTD:

Randy Baker

December 20, 2012

SACRAMENTO RT – ATU 256 LABOR NEGOTIATIONS

JANUARY 10, 1013

RT PROPOSED LANGUAGE CHANGE

ARTICLE 8: Expedited Arbitration

Section 2a – Except as provided for in Article 68, Section 7, neither party may be represented by an attorney.

Tentative Agreement:

For ATU 256:

Victor M. Guerra

1/10/13
Date

For Sacramento RT

Stan Pauling

1-10-13
Date

RT – ATU 256 LABOR NEGOTIATIONS

TENTATIVE AGREEMENT

ARTICLE 8: EXPEDITED ARBITRATION

Section 2h – During the term of this Agreement, the parties have agreed to the following panel of three (3) Arbitrators, one of which is the primary Arbitrator, the other two as back-ups.

Buddy Cohn	Primary
<u>Fred D'Orazio</u>	Back-up
Morris Davis	Back-up

Tentative Agreement:

For ATU 256:

Victor M. Guerra

December 20, 2012

For SRTD:

Paul Bailey

December 20, 2012

RT – ATU 256 LABOR NEGOTIATIONS

TENTATIVE AGREEMENT

ARTICLE 10: LAYOFFS

SECTION 1 – In the event layoffs become necessary by reason of a reduced volume of the DISTRICT's business, such layoffs shall be based on the inverse order of seniority. The DISTRICT will give employees scheduled for layoff as much advance notice as possible. When vacancies occur thereafter, such laid-off employees shall be rehired on a basis of seniority and prior to the employment of any new employee, ~~and their former ratings restored.~~ Provided, however, that if any such laid-off employees fail to report for duty within ~~thirty (30)~~ 15 calendar days after the mailing to him or her of a written notice, postage prepaid, registered, to the last address known to the DISTRICT, and return receipt requested, he or she shall lose his or her right to be rehired hereunder.

Tentative Agreement:

For ATU 256:

Victor M. Guerra

December 20, 2012

For SRTD

[Signature]

December 20, 2012

RT – ATU 256 LABOR NEGOTIATIONS

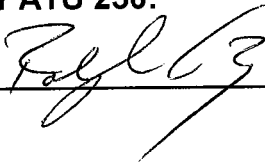
TENTATIVE AGREEMENT

ARTICLE 17 – EMERGENCY AND BEREAVEMENT LEAVE

SECTION 2 – For purposes of applying this provision, a domestic partner shall be defined as set forth in Ordinance No. 92-058, adopted by the City Council on October 13, 1992, amending the Sacramento City Code at Chapter 14.1. An employee seeking time off under this provision as it relates to a domestic partner may be required to show proof of the existence of a domestic partnership by submitting a copy of a Declaration of Domestic Partnership filed with the Sacramento City Clerk pursuant to the above ordinance or a declaration of domestic partnership, in substantially the same form as provided by the Sacramento City Clerk, signed by both parties under penalty of perjury. the California Family Code at subsection 297(a) and a domestic partnership will be deemed to have been lawfully established if it was established in compliance with California Family Code subsection 297(b).

Tentative Agreement:

For ATU 256:



April 16, 2014

For SRTD:



April 16, 2014

RT – ATU 256 LABOR NEGOTIATIONS

TENTATIVE AGREEMENT

ARTICLE 32 – GROUP INSURANCE PREMIUM

Section 6 (Cash for Medical Insurance Program)

- b. An employee desiring to enroll in the Cash for Medical Insurance Program may do so as follows:
 - 1. During open enrollment ~~in October~~, an employee submitting suitable documentation showing that he or she is covered by medical insurance from a source other than Regional Transit must sign a form declining District medical insurance and withdrawing from said coverage. After verification of the alternative medical insurance coverage by the Human Resources Department, the employee will be enrolled in the Cash for Medical Insurance Program. Beginning with the effective date of the Plan year ~~first of the month following the open enrollment period~~, the employee will be paid an amount equal to 100% of the Kaiser Health Plan, “employee only” premium rate that is in effect at that time. The payment will be included in the paycheck issued on the 25th of the month. Effective November 1, 2004 and applicable to all new enrollees and employees re-entering the Program, the foregoing rate of cash payment shall be 50% of the Kaiser Health Plan “employee only” rate.

Section 6 –

- c. An employee desiring to terminate his or her participation in the Cash for Medical Insurance Program and re-enroll in a District provided medical insurance plan may do so in one of two ways:
 - 1. An employee may voluntarily discontinue participation in the Cash for Medical Insurance Program during any annual open enrollment period ~~in October~~. Upon submitting the necessary medical insurance plan enrollment forms to the Human Resources Benefits Unit, medical coverage will commence the effective date of the Plan year ~~the following November 1~~. The cash payments will be discontinued the same month insurance coverage begins.

Tentative Agreement:

For ATU 256:

Victor M. Guerra

Date

For SRTD:

David Buehler

Date

RT – ATU 256 LABOR NEGOTIATIONS

TENTATIVE AGREEMENT

ARTICLE 34: UNIFORMS

SECTION 7

- a. On March 1, following changeover to the new uniform and occurring annually thereafter, employees will receive four (4) electronic vouchers (e-vouchers) for augmenting uniform items. A new employee completing training and receipt of a basic uniform issue on or after September 1, shall not receive the four (4) e-vouchers the following March. Thereafter, the employee shall receive the vouchers on an annual basis. If training is completed by August 31, the employee shall be eligible for the receipt of vouchers the following March. ~~Vouchers may not be used for obtaining the jacket.~~
- b. Effective March 1 of the year following the implementation of this Agreement, the employee maximum balance of e-vouchers shall be capped at two (2) years of accumulation, or eight (8) e-vouchers. Employees having accumulated e-vouchers in excess of the capped accumulation shall be given an opportunity until ~~3/1/2014~~ to spend their e-vouchers.

3-1-2016

OB
RW

Tentative Agreement:

For ATU 256:

Victor M. Guerra

January 10, 2013

For SRTD:

Rae Bunting

January 10, 2013

**RT – ATU 256 LABOR NEGOTIATIONS
TENTATIVE AGREEMENT**

ARTICLE 42 – Supplemental Sick Leave Account

Section 1 – Purpose:

The purpose of this program is to provide for an extended paid leave of absence for ~~ATU all District employees of the DISTRICT~~ who would not otherwise be eligible for a paid leave of absence. An employee is eligible for the extended leave if such employee, or an immediate family member of such employee, has suffered a catastrophic occurrence or illness including, but not limited to a terminal illness.

Section 2 – Definitions:

a. Catastrophic Illness Or Injury Defined:

1. A catastrophic serious/extended illness or injury, which is ~~defined as a serious/extended illness or injury, which is~~ expected to incapacitate the employee and which creates a financial hardship because the employee has exhausted all of his/her sick leave and other leave credits. Catastrophic illness or injury may also include an incapacitated immediate family member if this results in the employee being required to take time off from work for an extended period of time to care for the family member and the employee has exhausted all of his/her sick leave and vacation balance below the minimums set under Section 5e below. ~~other leave credits.~~
 2. The prolonged illness or injury should preclude the employee from working and result in financial hardship, normally defined as at least two weeks without pay. Such catastrophic illness or injury may included, but is not limited to heart attack, stroke, kidney failure, cancer, incapacitating disease, major surgery, treatment for a life threatening illness, or hospitalization as a result of a serious automobile or other accident. ~~The employee's departmental head and~~ The Director, Human Resources will jointly make the final determination on the type of illness or injury and situation which would qualify the employee for use of the catastrophic leave program.
- b. Donor: Donor means an eligible employee who transfers his or her paid leave to an account maintained for the benefit of an eligible recipient. A donor may transfer up to a maximum of ~~two (20 days (16 hours))~~ forty (40) hours of paid leave to each Supplemental Sick Leave Account.

- c. Immediate Family Members: An immediate family member means a person who is eligible for dependent coverage under ~~the employee's hospital insurance carrier~~ the any of the employee's health plans offered by the District.
- d. Paid Leave: Paid leave means an employee's accrued sick Leave, accrued vacation, and accrued floating holidays.
- e. Recipient: Recipient means any District employee, who meets the eligibility conditions precedent to the establishment of a Supplemental Sick Leave Account for the benefit of that employee.

Section 3 - Eligibility:

~~All bargaining unit~~ District employees are eligible to participate in this program, except that an employee may not donate accrued sick leave if his or her accrued sick leave balance would decline below forty (40) hours after making such a donation.

Section 4 -Participation:

Participation in this program, as either a recipient or donor, shall be strictly voluntary. If the donor wishes, his or her name may be released.

Section 5 - Benefit Disbursement Conditions:

- a. A Supplemental Sick Leave Account may be established and disbursed for the benefit of a recipient subject to the following conditions:
 1. An employee or immediate family member of the employee is terminally ill, as diagnosed by a licensed physician and the prognosis is for a continued life span of 12 months or less, or
 2. An employee or immediate family member of the employee has been involved in a life threatening or other catastrophic occurrence, which requires immediate care by the recipient; and
 3. A Supplemental Sick Leave Account shall be limited to no more than two (2) accounts during a rolling twelve (12) month period.
 4. A Supplemental Sick Leave Account may not fund more than twenty-one (21) days (168 hours) of paid sick leave, based upon the recipient employee's current hourly wage; and
 5. A Supplemental Sick Leave Account may not be disbursed to an employee unless the employee has ~~ten (10) days~~ eighty (80) hours or less of accrued vacation and sick leave combined.

Section 6 - Establishment of Supplemental Sick Leave Account:

- a. An employee desiring to establish a Supplemental Sick Leave Account (or a Department Manager/Director acting on behalf of the employee) must contact his or her department office or the Human Resources Department and obtain a request form. The form must be completed in detail and submitted to the Department Manager/Director for review and approval. ~~All requests must be approved by the Executive Management Team Member in addition to the Department Manager/Director.~~ forwarded to the Human Resources Department for approval or denial by the Director, Human Resources.
- b. Once a request has been approved, the Human Resources Department where ~~the request was initiated~~ will notify other departments that a request has been approved and that a notice to employees is to be posted. The notice shall alert employees who wish to donate accrued time that they must fill out a donation form and ~~turn~~ return it in to the ~~department's office.~~ Human Resources Department's office. within thirty (30) calendar days of the establishment of the Supplemental Sick Leave Account.
- c. The donor form used by the Human Resources Department shall contain a declaration by the donor to the effect that the donation is to remain anonymous or the donor grants permission to reveal his or her name to the recipient.
- d. The Human Resources Department shall notify the Payroll Department of the recipient's name and the paid leave transfers that have been authorized, and the Payroll Department shall establish an appropriate account and code for this purpose.
- e. Once all hours donated have been verified, each employee's accrual balance will be reduced, and all hours donated will be credited toward the account. Hours may only be donated in blocks of eight (8) any amount, except Floating Holidays, which may only be donated in blocks of eight (8) hours.
- f. Donations will be credited to the intended recipient's sick leave account on a "first in, first used" basis. If the total donations exceed the 21 day maximum amount used by the recipient or the 168 hour maximum, the remaining donations will not be deducted from the donor's account. ~~A subsequent request for donations will not be solicited until the account balance drops below twenty one (21) days (168 hours).~~

- g. A donation may only be made one time per donor for each occurrence in which a Supplemental Sick Leave Account has been established.

Tentative Agreement:

For ATU 256:

Victor M. Guerra

January 10. 2013

For SRTD:

David Bailey

January 10. 2013

RT – ATU 256 LABOR NEGOTIATIONS

January 16, 2013

RT Proposed Settlement Language for Proposal # 23

Article 55: System / Division Sign-ups

Section 1b – A system “sign-up” embracing Operators shall be held once each year, at which time said employees will select their division for the following year.

The annual effective date of the system “sign-up” shall be the first Sunday in January. By mutual agreement between the DISTRICT and the UNION, the effective date for the system “sign-up” may be either advanced or postponed as the parties may deem advisable in the light of the then existing circumstances. All system “sign-ups” are to be held at 1400 29th Street, Sacramento, CA.

By mutual agreement between the UNION and the DISTRICT, the requirement for an Operator to stay in the division selected at the time of the system “sign-up” in January for one (1) year may be waived. Said Operators shall not be permitted to bid on open work at the Light rail Division until one (1) year from the date of return to the Bus/CBS Division.

Section 1c (new language) An Operator requesting and being granted a return to his or her prior department will not be permitted to make a similar move between departments for a period of 12 months from the effective date of the move.

Section 1d (new language) A Bus Operator that is awarded a job as a Light Rail Operator who fails to successfully complete the training requirements will be returned to the Bus Transportation Department, or CBS Department, pursuant to Article 55, Section 1d (to be changed to 1f, with the addition of this new language) At the conclusion of 6 months, the Bus Operator may elect to bid back to the Light Rail Department at the time of a Light Rail Operator vacancy, or the next “sign-up”, whichever occurs sooner.

The existing paragraphs 1c & d shall be changed to paragraphs 1e & f.

Tentative Agreement.

For ATU 256

Julio M. Guerra

Date

For SRTD

[Signature]

1-10-13

Date

SACRAMENTO RT – ATU 256 LABOR NEGOTIATIONS

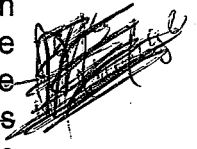
JANUARY 10, 1013

RT PROPOSED LANGUAGE CHANGE

ARTICLE 68, MEAL AND REST BREAKS

Section 7 - Should an issue arise that the Committee us unable to resolve regarding ~~the application of this provision~~, that issue will be submitted to final and binding arbitration pursuant to the Expedited Arbitration procedure set forth in Article 8, of this labor agreement except that, not withstanding **Article 8**, Section 2a, either party may elect to be represented by an attorney. The parties agree that Expedited Arbitration and the penalty prescribed herein are the exclusive remedies for such issues arising under the terms of this **Article 8**. ~~Issues unresolved by the parties related to the interpretation of the language of this provision are subject to resolution through the grievance and arbitration procedure set forth in Articles 6 and 7, herein.~~

OB



Tentative Agreement:

For ATU 256:

Dick M. Greene

1/10/13

Date

For SRTD:

Alan Bailey

1-10-13

Date

RT and ATU 256 Labor Negotiations

January 16, 2013

Settlement Language TA'd on 12/20/12

Article 69 – Community Bus Service

Section 2h – CBS Operators will be given the first opportunity to be considered for Regular Transit Operator vacancies. When leaving the CBS Division, the Operator's CBS seniority will be frozen for 30 calendar days from the completion of training (training includes in-line training and any training required prior to operating on his or her own). CBS Operators returning to their previous classification in accordance with the terms of this Agreement shall be placed in his or her proper position on the Seniority List.

Tentative Agreement:

For ATU 256

Victor M. Guerra

Date

For SRTD

[Signature]

12-20-12
Date

RT – ATU 256 LABOR NEGOTIATIONS
January 16, 2013

RT Proposed Language for

Article 78 – Special Provisions

Section 8 (Alternative Work Schedules) Delete current language and replace with

The following shall apply to employees on alternative work schedules:

- a. Basic Shifts and Days Off – An employee's workweek shall consist of 7 consecutive days during which his or her workdays will fall. Employees will receive 2 consecutive days off during each workweek. Requests for 3 consecutive days off for employees working the 9-8-80 schedule will be reviewed and accommodated where scheduling can be made. Such decision rests with the department manager.
- b. Lunches and Breaks – Transit Officers shall receive a 30-minute lunch break regularly occurring as near the middle of the workday as practicable. A 15-minute paid break will be provided as near the middle of each half shift as practicable.
- c. Overtime – Employees will be paid at the rate of time and one-half for hours worked over the regular hours of their respective alternative work schedule (8, 9 or 10 hours) or 40 hours in their work week.
- d. Holiday Pay – Holiday pay will be paid on the basis of eight hours. Employees may use accrued vacation hours added to their 8 hours of holiday pay to bring their compensation for the holiday to the amount equal to that which would have been earned had they worked that day as a regularly scheduled workday.
- e. Vacation – Vacation time is accrued and paid on an hourly basis at the rate equal to a full day's pay under the schedule being worked.
- f. Sick Leave – Sick leave time is accrued and paid on an hourly basis at the rate equal to a full days pay under the schedule being worked.
- g. Shift Selection – In the event not every request for an alternative work schedule can be accommodated, a partial schedule may be posted for bid by affected employees. Award of the new shift work schedule shall be based upon seniority.

For ATU 256

Victor M. Guerra

Date

For SRTD

David B. [Signature]

Date

RT – ATU 256 LABOR NEGOTIATIONS

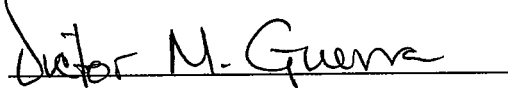
TENTATIVE AGREEMENT

ARTICLE 80 – JOB BIDDING

SECTION 4 – Work assignments due to vacations shall not be considered a new or vacant job. All new or vacated positions shall be posted on bulletin boards in all units simultaneously for a period of three (3) working days, and bids will be closed after ~~five (5)~~ three (3) working days of posting.

Tentative Agreement:

For ATU 256:



December 20, 2012

For SRTD:



December 20, 1012

ATTACHMENT 2

SIDE AGREEMENTS TO THE CBA

TA
Dan Bailey
4-1-14

ATU SIDE AGREEMENTS (Master List)
March 11, 2014

TA
Rylee
4-1-14

	Agreement	Date of Correspondence
1	Procedure for "Quickie" Arbitration	January 18, 1977
2	Late Posting of the Extra Board	June 11, 1974
3	Road Call Requirements	October 29, 1975
4	Defect Card Agreement	June 4, 1980
5	Safety Awards Banquet Arbitration Award	June 30, 1982
6	Medical Review Panel	October 18, 1996
7	Tripper Agreement a. Memorandum of Agreement	June 6, 1997
8	Mullennix Arbitration Award (Article 5) And Clarification Letter	October 4, 1982
9	Griffin Arbitration (Extra Board Spread) And Clarification Agreement Notes	July 28, 1987
10	Clerical Vacation Selection Procedure	May 26, 1987
11	Operator Bump-back Procedures	May 26, 1987
12	Rotating Bus Operator / Rail Board	August 2, 1988
13	Transit Officer Extra Board (EBTO) Assignment Procedures	September 19, 1990
14	MOA Regarding establishing a Health & Welfare Trust for retirees	July 4, 1990
15	Letter of Understanding – Clerical Alternative Work Schedules	February 20, 1998
16	CBS Operator Move Into a Vacant Regular Bus Position	February 10, 2006
17	Leave of Absence (LOA) for DUI Convictions	August 5, 2009
18	Limitation on Trainees Bidding Work	March 20, 2007
19	Intradepartmental Operator Transfers	March 23, 2012
20	CBS Side Letter	September 16, 2011
21	Memorandum of Agreement – Road Calls By Special Service Operators	August 23, 2005
22	Wrongful Removal From A Hold Down	July 7, 2011s

ATTACHMENT 3

REVISED CLERICAL UNIT JOB DESCRIPTIONS



Title: Accounting Technician

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform complex technical accounting activities for the District such as accounts receivable, maintenance of general ledger, reconciliations, collections, bookkeeping and financial recordkeeping. This is accomplished by processing accounts receivables; recording cash activities; reconciling transactions; posting journal entries and accruals; responding to internal and external customer inquiries consistent with job function.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Records and reconciles daily cash activities, performs general bookkeeping activities including fare pre-payment and mail/telephone order (FPP/MTO) transactions, revenue center, bank transfers, wires, general receipts, and miscellaneous transactions in computerized systems or spreadsheets; prints and files daily paperwork; responds to internal/external customer inquiries regarding transactions.	40%
2	S	Performs accounts receivable transactions, including reviewing transactions for accuracy and contract compliance and running reports from computerized system; processes manual and recurring billings for receivables; prepares and sends statements; prepares collection letters and other related correspondence; makes collection calls; updates customer contact information and job procedures; analyzes receivable balances and prepares resolutions for manager review, produces and distributes financial reports to appropriate departments; trains customers and new staff.	25%
3	S	Performs account reconciliations and reports for various accounts and bank accounts, reconciles revenues, payments, adjustments and credits; posts journal entries; prepares check requests; administers amortization and depreciation schedules; records and posts deposits.	20%
4	L	Establishes and maintains files, ledgers and journals to document financial transactions; reviews, reconciles and produces general ledger report; archives files, ledgers and	10%



		journals; calculates consumer price index, cost of living increases and interest charges related to District contracts.	
5	L	Verifies media inventory reconciles account balances and reports discrepancies; sends and reviews paperwork for petty cash box transfers, start-ups and closures, including special events; verifies inventory returns and ensures destruction of expired media; prepares invoices and trend studies for real estate leases, bike lockers, commissionable outlets, exchanges, expiring media and FPP sales; assists accounting staff with external audits by providing documents, reports, statements and journals; tracks bankruptcy filings and write-offs.	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 year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school in Accounting, Business Administration or 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	Minimum of two (2) years of general accounting experience in the areas of accounts payable, accounts receivable and/or payroll processing.
Supervision	Position requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary employees.
Human Collaboration Skills	Requires regular interaction involving exchange and receipt of information.
Freedom to Act	After receiving general instructions, the employee normally performs the duty assignments 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 and impact of actions results in moderate benefits or costs in time, money, or public/employee relations.
Technical Skills	Skilled - Work requires a comprehensive, practical 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. Application of skills and resulting work product affects unit processes.
Budget Responsibility	Position has no fiscal responsibility.



Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Math	Intermediate – Ability to deal with a system of real numbers and practical applications 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 the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None.

KNOWLEDGE
<ul style="list-style-type: none"> • General accounting principles, standards, practices, techniques and methods • Mathematical concepts necessary to make calculations related to accounting transaction • Principles and methods of cash handling • Record keeping and filing methods and systems • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling and usage • Standard office machine usage • General methods of tactful public communication and customer service practices

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



ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Interpret and apply applicable accounting/audit laws • Analyze and interpret fiscal records and documents • Learn HRIS processes related to position • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Reconcile account information and post transactions accurately • Maintain records and prepare financial and accounting reports related to position • Compose written reports/correspondence independently • Accurately proofread details, noting and detecting errors

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.
---	---	---	---	-----------------------------

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	Communicating with co-workers
Sitting	C	Desk work; Meetings; Driving
Walking	O	To other departments/offices
Lifting	O	Supplies; Equipment; Files
Carrying	O	Supplies; Equipment; Files
Pushing/Pulling	O	File drawers; Tables and chairs
Reaching	O	For supplies; For files



Handling	C	Paperwork; Monies; Fare Prepayment Media
Fine Dexterity	C	Computer keyboard; Telephone keypad
Kneeling	R	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	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone; Getting inside vehicle
Climbing	O	Stairs
Balancing	O	On step stools
Vision	C	Reading; Computer screen; Observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public; Listening to equipment
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, 10-key, copier, hole punch, printer, scanner, PC, software related to duties

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (specified, if applicable)	

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

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

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other – Closed room environment	
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: Accounts Payable Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general accounting/accounts payable support for the assigned department. This is accomplished by processing and recording invoices, bills, receipts and reports; updating financial records; posting journal entries; reconciling account statements; maintaining vendor accounts; maintaining record retention of related accounts payable activities. Other duties may include sorting and distributing mail, filing, assisting and directing incoming calls and visitors and other clerical duties as assigned.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Performs accounts payable activities; processes purchase order invoices; processes invoices with general ledger and cost center assignments in a computerized system; reviews invoices for accuracy of price, sales tax and vendor information; sorts and files invoices; reconciles and posts journal entries and reviews for accuracy, and inputs company credit card account in a computerized system.	60%
2	S	Contacts and coordinates with procurement staff and vendors to research outstanding invoices; review statements; correct vendor remittance information; respond to vendor inquiries; retrieve invoice copies from e-mail, fax and online accounts.	20%
3	S	Performs regular and off-cycle check runs, processes third party checks; complies, records, sorts and prepares payment proposals for grant funded invoices; execute capital and operating funded proposals; copies and matches checks to invoices.	10%
4	L	Maintains accounts payable records; scans back-up check copies; files; creates folders; maintains archives, and provides assistance in other clerical duties as assigned.	10%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum of one (1) year clerical or administrative experience.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary workers.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information
Freedom to Act	After receiving detailed instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None.

KNOWLEDGE
<ul style="list-style-type: none"> • Record keeping and filing methods and systems • Basic mathematics • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices



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

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Learn to perform basic clerical accounting tasks • Learn principles and methods of cash handling • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Reconcile account information and post transactions accurately • Prepare reports related to position • Compose basic business correspondence • Accurately proofread details, noting and detecting errors

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

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	R	Observing work site; Communicating with co-workers
Sitting	C	Desk work; Meetings
Walking	O	To other departments/offices; Around work site
Lifting	O	Supplies; Files
Carrying	R	Supplies; Files
Pushing/Pulling	F	File drawers; Equipment
Reaching	O	For supplies; For 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	N	
Bending	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	O	Stairs; Step stools
Balancing	O	On step stools
Vision	C	Reading; Computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, scanner, printer, copier, check printer, 10-key, PC and software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (specified, if applicable)	

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

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	R
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	R
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (specified, if applicable)	

PRIMARY WORK LOCATION:

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

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



Title: Bus Operator

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to operate District coaches ensuring safe and timely transport of passengers. This is accomplished by maintaining designated route schedules; assisting passengers; handling and controlling disruptive passengers; recognizing and resolving circumstances or events that impact proper operation; inspecting coaches; completing reports; collecting fares; inspecting passes; and providing special assistance to disabled passengers. Duties may vary based on route, physical demands, equipment and clientele. Other duties include performing special service duties and other special assignments per dispatch.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
#	Code	Essential Functions		
1	L	Operates coach/bus; follows safe, defensive driving practices; follows District operating policies and procedures; maintains schedules; collects fares; validates passes; operates radio; makes announcements; enters announcements into automated system; follows prescribed route; performs special service assignments, bus bridges, fill services and acts as replacement drivers; assists in training new drivers.		
2	M	Performs customer service activities; reacts to and manages passenger conflicts and disruptive/hostile/abusive passengers; assists passengers with directions, information, rules, and regulations; assists with 911 emergency situations as directed; assists boarding/exiting passengers; assists with securing carts, strollers, luggage, and other belongings; assists passengers who need special assistance.		
3	L	Performs pre-trip safety inspection; conducts coach inspections as needed; promotes passenger safety awareness; identifies potential safety concerns; reports coach trouble/malfunction, traffic problems, road hazards and accidents; troubleshoots en route problems; reports unusual activities to Police; completes paperwork including time slips, day card, arrival and departure times, occurrence/incident reports, passenger counts, types of fares used, and log books.		



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Two years of customer service experience that includes providing information and/or assistance directly to the public OR 1 year of previous transit operator experience.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
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	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	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic –Ability to write simply sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California driver’s license is required with the ability to obtain and maintain a valid Class B driver’s license, with Passenger and Airbrake endorsements and medical certificate. Requires three (3) years of verifiable driving experience and good driving record.

KNOWLEDGE
<ul style="list-style-type: none"> • Traffic laws; safe driving practices • General methods of tactful public communication and customer service practices



SKILLS
<ul style="list-style-type: none"> • Basic computer functions.

ABILITIES
<ul style="list-style-type: none"> • Successfully complete District’s Operator training program • Learn District’s policies, procedures and practices • Learn transit operations, rules, policies, ordinances and laws • Learn to operate transit vehicle safely and effectively • Learn to operate radio and public address systems. • Work independently and follow verbal and written instructions • Maintain schedules and meet time points • Work flexible and/or irregular hours • Communicate clearly and concisely in English both orally and in writing • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Demonstrate good judgment and decision making skills • Effectively handle emergency situations and difficult customer interactions that occur while performing duties • Maintain simple records and prepare reports • Obtain and maintain all other endorsements/clearances/certificates required by Department of Motor Vehicles • Obtain and maintain a valid Class B California driver’s license, with passenger and air brake endorsements and current medical certificate. • Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655)

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

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	On equipment; Climbing stairs; Securing wheelchairs
Sitting	C	Driving
Walking	F	Around worksite; Entering/exiting coach; Performing pre-trip inspection, To/From relief point.
Lifting	O-may vary by route	Supplies; Equipment; Passenger personal items (carts, strollers, etc.); Coach tail gate
Carrying	F	Supplies; Paperwork; Keys; Radio; Emergency triangles
Pushing/Pulling	C-may vary by route	Equipment; Wheelchairs and wheelchair straps; Opening doors;
Reaching	F	For supplies; For controls; Mirrors; Opening doors
Handling	F	Radio; Run sheets/logs; Monies
Fine Dexterity	C	2-Way Radio; operate doors; Fare box controls; Operate lifts; Changing route signs; Driving non-power steering; Entering information into automated announcement system.
Kneeling	F	Retrieving items from below; Securing wheelchairs
Crouching	F	Assisting passengers with personal items (bikes, carts, strollers, etc.); Adjusting equipment; Securing loads; Performing pre-trip inspections
Crawling	N	
Bending	F	Performing pre-trip inspection; Retrieving items from below items from below
Twisting	F	Getting in/out of coaches; Assisting boarding passengers; Communicating with passengers
Climbing	F	Onto equipment; Stairs; Enters/Exits Coaches
Balancing	F	On equipment; Climbing stairs;
Vision	C	Driving; observing work site and surrounding environment
Hearing	C	Communicating via telephone/radio, to co-workers/public; Listening to equipment
Talking	C	Communicating via telephone/radio; Communicating with co-workers/public; Making announcements;
Foot Controls	C	Driving; Airbrake inspection/testing
Other (specified, if applicable)	C	Repetitive motion

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio, Keys, Vehicle, Directions/Maps, Bus route sheets; Bus passes; Clipboard; Accident paperwork package, Automated Announcement system; Pen/Pencil



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

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

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

(1) Biohazards

PROTECTIVE EQUIPMENT REQUIRED: Seat belt, 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
---	---	---	-----------------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	O
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	

PRIMARY WORK LOCATION:

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

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



Title: Claims Technician

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform administrative support for the Risk Management department. This is accomplished by providing administrative support for liability, property claims processing and workers' compensation claim intake, performing general clerical duties for the department, processing check requests, tracking and reporting information and completing other related clerical activities as assigned.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Creates and maintains liability and property files; adds reserves; updates Risk Program claimant/subrogation/attorney information; types correspondence; posts payments; prepares documentation requests from other departments; maintains property case files on payment schedule, directs and refers customers to proper departments; records incident reports; reviews work slips and forwards to appropriate staff, performs intake duties for claims assisting employees and customers with claim inquiries.	60%
2	L	Distributes departmental mail; inputs incident/accident data from reports; downloads photos; orders police, sheriff, fire and coroner reports; maintains daily logs; researches, logs and forwards claim forms to appropriate personnel.	20%
3	S	Maintains department Quick Check account; processes check requests; types and logs checks in register; obtains appropriate signatures; copies and files checks in adjusters' liability files; posts checks; reconciles and maintains check register and replenishes account; forwards check register to Finance.	10%
4	L	Maintains department calendar; runs loss/run and other periodic reports for agency-wide distribution; runs department queries; creates purchase orders and submits monthly payments for Medicare reporting and insurance billing.	10%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	A minimum of two (2) years administrative support experience in workers' compensation, personal injury or personal liability claims.
Supervision	Position 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	After receiving general instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results. There is some opportunity for discretion while making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic - Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Math	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 the college level. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None.



KNOWLEDGE

- Applicable laws and regulations relating to personal injury, workers' compensation and property damage
- Basic medical and legal terminology
- Common forms, documents and procedures applicable to personal injury and workers' compensation claims processing.
- Record keeping and filing methods and systems
- Intermediate mathematical concepts necessary to make calculations related to position
- Practical application of computers and peripheral equipment
- English grammar, punctuation, spelling, and usage
- Standard office machine usage
- General methods of tactful public communication and customer service practices

SKILLS

- Intermediate word processing, spreadsheet, database and e-mail software.
- Specialized software related to functional area.

ABILITIES

- Learn, understand and apply District and departmental operating policies, procedures, systems, and methods
- Understand and follow verbal and written instructions
- Organize information clearly and precisely
- Handle all internal/external contacts with courtesy, diplomacy, and tact.
- Establish and maintain effective working relationships with employees and external contacts
- Effectively deal with difficult people and situations
- Prioritize and deal with conflicting workload requirements
- Communicate clearly and concisely in English both orally and in writing
- Apply customer service skills, representing the District in a positive way while working with the public
- Research, analyze, compile and verify data and prepare reports
- Accurately prepare correspondence
- Accurately proofread details, noting and detecting errors
- Explain applicable tort and workers' compensation laws and regulations
- Appropriately handle confidential or sensitive information and maintain confidentiality



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	F	Desk work; Meetings; Driving
Walking	F	To other departments/offices
Lifting	O	Supplies; Equipment; Files
Carrying	O	Supplies; Equipment; Files
Pushing/Pulling	O	File drawers; Tables and chairs
Reaching	F	For supplies; For files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard; Telephone keypad; Calculator
Kneeling	R	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	F	From computer to telephone; Getting inside vehicle
Climbing	O	Stairs
Balancing	N	
Vision	C	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, calculator, copier, vehicle, printer, scanner, PC, software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	N
Other (specified, if applicable)	

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

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	N
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	F
Other	

PRIMARY WORK LOCATION:

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

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



Title: –Revenue Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to process, deposit and report all transit revenues. This is accomplished by processing fare revenues; processing and recording all related data; maintaining tickets in fare vending and money change machines performing transit station reconciliations; and preparing currency and coin for deposit. Other duties include ordering supplies and other related clerical assignments.

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.
---	---	--	---	---

#	Code	Essential Functions	% of Time
1	M	Performs fare collection from vending machines; fills ticket stock; resets out-of-service vending machines; replaces full coin and currency boxes for empty boxes; drives station routes to service vending machines.	25%
2	M	Performs revenue processing; empties coin vaults; pulls and stacks bins from bill vaults; processes currency and coins through sorter; reconciles bag totals; sorts tickets for shredding.	55%
3	S	Provides general clerical support; enters data into spreadsheet; completes forms and deposit slips for currency bags; responds to electronic correspondence; answers telephone; orders supplies; makes copies; performs minor maintenance on revenue equipment including cleaning of coin and currency counters/sorters.	20%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum of one (1) year of previous cash handling experience.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
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	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required.

KNOWLEDGE
<ul style="list-style-type: none"> • Record keeping and filing methods and systems • Basic mathematics • Principles and methods of cash handling • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices



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

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Learn to perform basic clerical accounting tasks including cash audits. • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Reconcile account information and post transactions accurately • Prepare reports related to position • Compose basic business correspondence • Accurately proofread details, noting and detecting errors •

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.	X	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.

Please note: May repeatedly lift objects up to fifty-five (55) pounds while performing revenue processing responsibilities.



PHYSICAL DEMANDS:

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

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; Communicating with co-workers
Sitting	F	Desk work; Driving
Walking	C	To other departments/offices; Around work site
Lifting	C	Supplies; Equipment
Carrying	C	Supplies; Equipment
Pushing/Pulling	O	
Reaching	C	For supplies; For files
Handling	C	Monies
Fine Dexterity	C	Computer keyboard; Telephone keypad; Calculator; Calibrating Equipment
Kneeling	F	Retrieving items from lower shelves/ground; servicing machines
Crouching	N	
Crawling	N	
Bending	C	Retrieving items from lower shelves; loading/unloading vehicle
Twisting	C	Getting inside vehicle
Climbing	R	Step stool
Balancing	R	
Vision	C	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public; Listening to equipment
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	F	Driving; Coin sorter
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, vending machines, currency sorter, coin sorter, calculator, printer, copier, two-way radio, PC and related software (Excel, FPP, MTO, Word)



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	R
Electrical Hazards	R
Fire Hazards	R
Explosives	N
Communicable Diseases	F
Physical Danger or Abuse	F
Other (specified, if applicable)	

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

PROTECTIVE EQUIPMENT REQUIRED: Gloves, face mask, goggles, neon work vest

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	F
Other	

PRIMARY WORK LOCATION:

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

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



Title: Community Bus Services Operator

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to operate District coaches. This is accomplished by providing safe and timely transport of passengers; assisting passengers; recognizing and resolving circumstances or events that impact proper operation; inspecting coaches; completing reports; collecting fares; inspecting passes; and providing special assistance to disabled passengers. Duties may vary based on route, physical demands, equipment and clientele. Other duties include performing special service duties and other special assignments per dispatch.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
#	Code	Essential Functions		
1	M	Operates coach/bus; follows safe, defensive driving practices; follows District operating policies and procedures; collects fares; validates passes; maintains schedules; operates radio; follows prescribed and flexible bus route; enters announcements in automated system; operates mobile computer.		
2	M	Performs customer service activities; manages passenger conflicts and disruptive passengers; assists passengers with directions, information, rules, and regulations; assists with 911 emergency situations as directed; assists boarding/exiting passengers; assists with securing carts, strollers, luggage, and other belongings; assists passengers who need special assistance.		
3	L	Performs pre-trip safety inspection; conducts coach inspections as needed; promotes passenger safety awareness; identifies potential safety concerns; reports coach trouble/malfunction, traffic problems, road hazards and accidents; troubleshoots en route problems; completes paperwork including time slips, day card, arrival and departure times, occurrence/incident reports, passenger counts, types of fares used, and log books.		



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Two years of customer service experience that includes providing information and/or assistance directly to the public OR 1 year of previous transit operator experience.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
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	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	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic –Ability to write simply sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California driver’s license is required with the ability to obtain and maintain a valid Class B driver’s license, with Passenger and Airbrake endorsements and medical certificate. Requires three (3) years of verifiable driving experience and good driving record.



KNOWLEDGE
<ul style="list-style-type: none"> • Traffic laws; safe driving practices • General methods of tactful public communication and customer service

SKILLS
<ul style="list-style-type: none"> • Basic computer functions

ABILITIES
<ul style="list-style-type: none"> • Successfully complete District’s Operator training program • Learn District’s policies, procedures and practices • Learn transit operations, rules, policies, ordinances and laws • Learn to operate transit vehicle safely and effectively • Learn to operate radio, public address systems and mobile data computer. • Work independently and follow verbal and written instructions • Maintain schedules and meet time points • Work flexible and/or irregular hours • Communicate clearly and concisely in English both orally and in writing • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Demonstrate good judgment and decision making skills • Effectively handle emergency situations and difficult customer interactions that occur while performing duties • Maintain simple records and prepare reports • Obtain and maintain all other endorsements/clearances/certificates required by Department of Motor Vehicles • Obtain and maintain a valid Class B California driver’s license, with passenger and air brake endorsements and current medical certificate • Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655)

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

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	Observing work site; Communicating with co-workers; Coach inspections
Sitting	C	Driving
Walking	C	Around worksite; Entering/exiting coach
Lifting	F- may vary with route	Supplies; Equipment; Passenger personal items (carts, strollers, etc.)
Carrying	O	Supplies; Paperwork; Keys; Radio
Pushing/Pulling	F- may vary with route	Equipment; Wheelchairs; Opening doors
Reaching	F	For supplies; For controls
Handling	F	Radio; Run sheets/logs
Fine Dexterity	C	2-Way Radio; Operate doors and lifts; fare box controls; Fold bench seats; Tie down wheelchairs
Kneeling	O	Retrieving items from below; Securing wheelchairs
Crouching	O	Assisting passengers with personal items (carts, strollers, etc.); Performing pre-trip inspections
Crawling	R	Retrieving items from below
Bending	F	Retrieving items from below
Twisting	F	Getting in/out of coaches; Assisting boarding passengers; Communicating with passengers
Climbing	O	Onto equipment; Stairs; Enters/Exits Coaches
Balancing	F	On equipment; Climbing stairs;
Vision	C	Driving; observing work site
Hearing	C	Communicating via telephone/radio; Communicating with co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	C	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio, Keys, Vehicle Directions/Maps, Clipboard, Accident paperwork package, Mobile Computer, Fare Box, Pen/Pencil, Bus Route sheets; Automated Announcement System



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

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

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

(1) Biohazards

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	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	F
Other (specified, if applicable)	

PRIMARY WORK LOCATION:

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

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



Title: Customer Service Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general clerical and administrative support for the assigned department. This is accomplished by verifying and entering timesheets into computerized system; creating requisitions; preparing and mailing customer requested literature and teacher class passes; ordering and maintaining department supplies; answering customer inquiries regarding routes, schedules and fares; maintaining and distributing department schedules; maintaining files; producing reports; typing correspondence. Other duties include assisting with community presentations and group travel arrangements; mail collection and distribution to other departments; transporting merchandise; ordering, maintaining inventory and stocking department materials.

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.
---	---	--	---	---

#	Code	Essential Functions	% of Time
1	S	Provides general routine clerical support; types correspondence, answers phone and assists customers; maintains department schedules; updates and distributes Block Books and Sign-Up packages; copies and distributes documents, orders, stocks, inventories and distributes department supplies..	40%
2	S	Performs general timekeeping activities; collects timesheet information; inputs data into computerized system; sends timesheets to Payroll; maintains related files; maintains spreadsheet for earned time off.	30%
3	S	Maintains Class Pass program; provides route, schedule and fare information; produces itinerary letters; mails and distributes route information for customers; provides information about and coordinates group travel.	15%
4	L	Collects and delivers mail to/from various locations; collects and delivers new and expired merchandise; collects petty cash from bank; runs errands as assigned.	15%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum one (1) year clerical and customer service experience.
Supervision	Position 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 with moderate impact to the organization.
Freedom to Act	After receiving general instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results. There is some opportunity for discretion while making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion and impact of actions results in moderate benefits or costs in time, money, or public/employee relations.
Technical Skills	Work requires the use of standard technical skills appropriate to the work environment of the organization. Application of skills affects accuracy of multiple projects.
Budget Responsibility	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.
Reading	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required. Typing certificate verifying minimum speed of 45 net words per minute.

KNOWLEDGE
<ul style="list-style-type: none"> • Record keeping and filing methods and systems • Basic mathematics • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices



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

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Prepare reports related to position • Compose basic business correspondence • Accurately proofread details, noting and detecting errors • Learn District’s routes, schedules and fare structures and read maps • Learn proper use of trip planning software • Accurately type 45 net words per minute

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

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	Desk work; Meetings; Driving
Walking	F	To other departments/offices; Around work site
Lifting	O	Supplies; Files
Carrying	O	Supplies; Files
Pushing/Pulling	O	Equipment
Reaching	O	For supplies
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard
Kneeling	N	
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	F	From computer to telephone; Getting inside vehicle
Climbing	R	Stairs; Step stools
Balancing	R	On steps stools
Vision	C	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Call distribution system, fax machine, copier, vehicle, printer, scanner, PC and software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-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 (specified, if applicable)	

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

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

PRIMARY WORK LOCATION:

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

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



Title: Customer Service Representative

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general customer service and clerical support for the assigned department. This position performs call center and revenue sales/cashier duties, depending on assignment. This is accomplished by assisting walk-in and/or call center customers with general inquiries, collecting and monitoring lost and found items, or directing to appropriate department for additional assistance; distributing District literature and policies; answering telephones; maintaining logs and records; processing photo IDs and similar customer service activities. Other duties include participating in community outreach as needed.

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.
---	---	--	---	---

#	Code	Essential Functions	% of Time
1	L	Revenue Sales/Cashier: Performs sales activities; operates cash register; maintains inventory; reconciles deposit and inventory balances; assist with class passes; exchanges maintains sales records; assists customers with route, schedule, and fare information. Call Center: Performs call center customer service duties with heavy emphasis on answering telephones; directs callers to appropriate departments; provides route, schedule and fare information to customers verbally and electronically and assists general public using travel planning software.	60%
4	L	Assists disabled customers and students under age 18 with paperwork for rate discount; logs photo ID sales; maintains camera and printer equipment.	10%
2	L	Maintains lost and found logs; assists customers in locating lost and found items.; computes and quotes fares .	15%
3	L	Maintains cash box; prepares deposits; performs daily reconciliation.	15%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum one (1) year customer service experience. Previous call center experience desirable.
Supervision	Position 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. Difficult customers, policy exceptions, unusual circumstances require escalation to supervisor. 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 with high impact to the organization.
Freedom to Act	After receiving general instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results. There is some opportunity for discretion while 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. Application of skills affects accuracy of multiple projects.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	



KNOWLEDGE
<ul style="list-style-type: none"> • Customer service and public relations methods and techniques • Relative location of cities, basic geography and prominent landmarks of Sacramento County. • General office practices and methods • Basic mathematics • Practical application of computers and peripheral equipment <ul style="list-style-type: none"> • English grammar, punctuation, spelling, and usage • Standard office machine usage

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

ABILITIES
<ul style="list-style-type: none"> • Learn District’s policies, procedures and practices • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Apply customer service skills, representing the District in a positive way while working with the public • Effectively deal with difficult people and situations • Quickly learn District’s routes, schedules and fare structures and read maps • Learn proper use of trip planning software • Operate telephone switchboard/call distribution system, standard office machines and photo equipment • Learn methods of cash handling and to balance and reconcile cash-drawer and daily sales. • Work independently and follow verbal and written instructions • Work flexible and/or irregular hours • Communicate clearly and concisely in English both orally and in writing

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

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	Desk work;
Walking	F	To other departments/offices
Lifting	O	Supplies
Carrying	O	Supplies
Pushing/Pulling	R	Tables and chairs
Reaching	O	For supplies
Handling	C	Paperwork; Monies
Fine Dexterity	C	Computer keyboard; Telephone keypad, Calculator
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	C	Reading; Computer screen
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:

Call distribution system, fax machine, copier, 10-key, printer, scanner, digital camera and printer, PC, software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

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

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

(1) Unsanitary items and clean-up (Lost and Found); Bio Hazards (needles, drugs, etc.)

PROTECTIVE EQUIPMENT REQUIRED: Gloves; hand sanitizer; sharps container

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	O
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	N
Other (specified, if applicable)	

PRIMARY WORK LOCATION:

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

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



Title: Fare Prepayment Clerk FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to process transactions and reports related to Fare Prepayment (FPP), Mail/Telephone Orders (MTO) and Cash Box Holders (CBH). This is accomplished by receiving, processing, packing and shipping FPP and MTO orders according to specific deadlines; performing a full range of duties related to shipping, receiving, storing, control and distribution of District’s and other transit agencies’ media; reviewing and updating customer profiles, orders and accounts; executing media audit and inventory activities; providing customer service for internal and external customers. Other duties may include ordering supplies; processing invoices and media for ticket exchanges, include sorting and distributing mail, maintaining petty cash drawer, filing, assisting and directing incoming calls and visitors and other clerical duties as assigned.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Processes daily incoming and monthly bulk orders; executes and prints reconciliation forms, customer orders and return checklists; assembles packages and prepares shipping labels; enters media change codes into computerized system; verifies shipping order accuracy; prepares orders for customer pick-up; processes correspondence, voicemail, electronic and online MTO web orders.	50%
2	S	Tracks customer orders; generates replacement orders; researches and resolves customer issues related to payments, returns, adjustments, account updates, change order requests, ticket exchanges, and general requests or complaints; provides other District personnel with tracking, recording and reporting information as required.	15%
3	S	Processes daily mail/telephone order paperwork and completed report packets; files and maintains records, logs and orders; processes daily customer service transactions into computerized system; assists with special requests for orders from internal or external customers, orders supplies and maintains FPP room.	15%
4	M	Provides clerical support in all aspects of media support including, securing, ordering, receiving, shipping, storing, control and distribution; reconciles and audits media; researches	10%



		discrepancies; secures media and reports lost/stolen media; conducts daily media inventory.	
5	S	Reviews customer database for outstanding invoices and contacts customers; submits Accessible Services and Responsibility reconciliation sheets; recommends account deactivation for accounts in poor standing; makes template changes as requested, provides assistance in other clerical assignments as needed.	10%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum of one (1) year clerical or administrative experience.
Supervision	Position has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Requires regular interaction involving exchange and receipt of information.
Freedom to Act	After receiving detailed instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None.



KNOWLEDGE
<ul style="list-style-type: none"> • Record keeping and filing methods and systems • Basic mathematics • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices

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

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Learn to perform basic clerical accounting tasks • Learn principles and methods of cash handling • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Reconcile account information and post transactions accurately • Prepare reports related to position • Compose basic business correspondence • Accurately proofread details, noting and detecting errors

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

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	R	Observing work duties; Communicating with co-workers
Sitting	F	Desk work
Walking	F	To other departments/offices; Around work site
Lifting	O	Supplies; Files
Carrying	O	Supplies; Files
Pushing/Pulling	O	
Reaching	F	For supplies; For files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard; Telephone keypad; 10-key
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs; Step stools
Balancing	R	On step stools
Vision	C	Reading; Computer screen; observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	O	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Tape gun, hand cart, step stool, fax machine, copier, scanner, printer, 10 key, PC, software related to duties.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-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 (specified, if applicable)	

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

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

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other – Closed room environment	X
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: Light Rail Operator

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to operate Light Rail vehicles. This is accomplished by providing safe and timely transport of passengers; assisting passengers; recognizing and resolving circumstances or events that impact proper operation; inspecting LRVs; completing reports; and providing special assistance to disabled passengers. Other duties include performing special service duties and other special assignments per dispatch.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
# Code Essential Functions				
1	S	Operates Light Rail vehicle in accordance with safe driving practices, P.U.C. rules and state DMV regulations; and District operating policies and procedures; operates radio; enters announcements into automated system, follows prescribed route and schedules; operates route selector boxes and switches incident/accident reporting.		
2	M	Performs customer service activities; assists passengers with directions, information, rules, and regulations; assists boarding/exiting passengers; assists with utility carts, strollers, luggage, and other belongings; assists passengers who need special assistance; provides general route and transfer information.		
3	L	Performs pre-trip safety inspection; monitors track, switches and signals, reports operational problems and unusual situations at passenger stations as needed; identifies potential safety concerns; troubleshoots en route problems; completes paperwork.		



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Two years of customer service experience that includes providing information and/or assistance directly to the public OR 1 year of previous transit operator experience.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
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	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	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic –Ability to write simply sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California driver’s license is required with the ability to obtain and maintain a valid Class B driver’s license, with Passenger and Airbrake endorsements and medical certificate, Light Rail Vehicle (LRV) Operator’s license. Requires three (3) years of verifiable driving experience and good driving record.

KNOWLEDGE
<ul style="list-style-type: none"> • Traffic laws; safe driving practices • General methods of tactful public communication and customer service practices



SKILLS
<ul style="list-style-type: none"> • Basic computer functions.

ABILITIES
<ul style="list-style-type: none"> • Successfully complete District’s Operator training program • Learn District’s policies, procedures and practices • Learn Light Rail operations, rules, policies, ordinances and laws • Learn to operate transit vehicle safely and effectively • Learn to operate radio and public address systems. • Work independently and follow verbal and written instructions • Maintain schedules and meet time points • Work flexible and/or irregular hours • Communicate clearly and concisely in English both orally and in writing • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Demonstrate good judgment and decision making skills • Effectively handle emergency situations and difficult customer interactions that occur while performing duties • Maintain simple records and prepare reports • Obtain and maintain all other endorsements/clearances/certificates required by Department of Motor Vehicles • Obtain and maintain a valid Class B California driver’s license, with passenger and air brake endorsements and current medical certificate and LRV Operator’s license. <p>Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).</p>

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

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	Observing work site; Communicating with co-workers; Operating ramps
Sitting	C	Driving
Walking	C	Around worksite; Entering/exiting LRV
Lifting	O	Supplies; Equipment; Passenger personal items (bikes, carts, strollers, children, etc.); LRV ramps
Carrying	F	Supplies; Paperwork; Keys; Radio; Baggage; Remove obstructions from track
Pushing/Pulling	C	Equipment; Wheelchairs; Opening doors; Drive-brake lever; Ring bells/horn
Reaching	C	For supplies; For controls; For hand-held radio; For horn; Deploying/stowing ramps; For latches to manually open doors
Handling	F	Radio; Run sheets/logs
Fine Dexterity	C	2-Way Radio; Operate doors; Operate ramps; Manipulate drive-brake level; train controls; Entering information into automated announcement system.
Kneeling	R	Retrieving items from below
Crouching	O	Deploy and stow ramps; Throwing switches; Performing pre-trip inspections
Crawling	R	Retrieving items from below
Bending	F	Retrieving items from below; Throwing switches
Twisting	C	Getting in/out of LRVs; Assisting boarding passengers; Communicating with passengers; Deploy and stow ramps; Throwing switches
Climbing	O	Onto equipment; Stairs; Enters/LRVs
Balancing	O	On equipment; Climbing stairs; Deploying and stowing ramps; walking on ballast
Vision	C	Driving; observing work site
Hearing	C	Communicating via telephone/radio, Communicating with co-workers/public
Talking	C	Communicating via telephone/radio, Communicating with co-workers/public
Foot Controls	C	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio, Keys, LRVs, Pen/Pencil, Clipboard, Hand-held radio; Accident paperwork package, Automated Announcement System



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

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

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

(1) Biohazards

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	F
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	F
Noisy/Distracting Environment	F
Other	

PRIMARY WORK LOCATION:

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

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



Title: Payroll Technician

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to timely and accurately prepare and maintain District payroll function for Operator staff. This is accomplished by collecting, compiling, coding, editing and entering payroll data into a computerized system; troubleshooting record keeping and data entry issues; maintaining timekeeping records and files; preparing reports; answering operators' and supervisors' payroll-related questions. This position requires significant emphasis on attention to detail, accuracy, timeliness and confidentiality. Other duties include mail distribution and maintaining related payroll records

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Collects, compiles, codes, edits, enters and reconciles payroll data into a computerized system	70%
2	S	Troubleshoots and resolves recordkeeping and data entry issues; answers internal/external payroll-related inquiries via telephone, email or general correspondence.	10%
3	S	Maintains payroll-related records and files including scanning documents; sorts and distributes mail; prepares semi-monthly payroll-related reports; assists accounting staff by providing required documents during audits, performs other duties as assigned..	20%



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 six (6) months/one (1) year of advanced study or training past the high school equivalency. 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	Minimum of two (2) years of professional payroll or timekeeping experience.
Supervision	Work requires occasional direction of helpers, assistants, seasonal employees, interns or temporary employees.
Human Collaboration Skills	Requires interaction with 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	After receiving general instructions, the employee normally performs the duty assignments within specified parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.
Technical Skills	Work requires the use of standard technical skills and knowledge in approaches and systems; basic analytical and problem solving skills; general knowledge of payroll laws, principles and practices which affect the accuracy and timeliness of payroll delivery. Independent discretion making abilities among identifiable choices are necessary to apply technical skills effectively.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. 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 the college level. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.



Certification & Other Requirements	None.
------------------------------------	-------

KNOWLEDGE

- Principles, practices, techniques and methods of payroll processing and financial recordkeeping
- Applicable laws and regulations including wage and hour laws.
- Mathematical concepts necessary to make calculations related to payroll transactions
- Record keeping and filing methods and systems
- Practical application of computers and peripheral equipment
- English grammar, punctuation, spelling, and usage
- Standard office machine usage
- General methods of tactful public communication and customer service practices

SKILLS

- Intermediate word processing, spreadsheet, database and e-mail software.
- Specialized software related to functional area.

ABILITIES

- Learn, understand and apply District and departmental operating policies, procedures, systems, and methods
- Read, understand and apply laws, rules, regulations and guidelines applicable to payroll processing and reporting, including leaves of absence and workers' compensation
- Read, interpret and apply collective bargaining agreement provisions to payroll responsibilities
- Learn HRIS processes related to position
- Understand and follow verbal and written instructions
- Organize information clearly and precisely
- Handle all internal/external contacts with courtesy, diplomacy, and tact.
- Establish and maintain effective working relationships with employees and external contacts
- Effectively deal with difficult people and situations
- Prioritize and deal with conflicting workload requirements
- Communicate clearly and concisely in English both orally and in writing
- Apply customer service skills, representing the District in a positive way while working with the public
- Maintain records and prepare financial reports related to position
- Compose written reports/correspondence independently
- Review reports, payroll records for accuracy, clarity and completeness



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

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

-Physical Demand-	-Frequency-	-Brief Description-
Standing	R	Observing work duties
Sitting	C	Desk work; Meetings
Walking	R	To other departments/offices; Around work site
Lifting	R	Files
Carrying	R	Files
Pushing/Pulling	R	File drawers
Reaching	R	For files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; Telephone keypad; 10-key
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	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Step stools
Balancing	R	Step stools
Vision	C	Reading; Computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, scanner, 10-key, PC, software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-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 (specified, if applicable)	

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

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	R
Other (specified, if applicable)	

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: Procurement Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general clerical and administrative support for the assigned department. This is accomplished by providing mail support services to the District; shipping and receiving goods and materials; providing business support services; maintaining records and files; filing; providing customer service; entering and updating information into a computerized system and completing other related clerical assignments as needed.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Provides general routine clerical support; processes incoming/outgoing mail; scans/copies documents; maintains records and files; assists with processing documents, including invoices, purchase orders and other records; prepares electronic fund transfers and adjustments of wage forms; performs timekeeping activities and maintains related documents for bargaining unit employees assigned to department.	30%
2	M	Performs shipping/receiving support; receives and counts goods and materials; inspects packages; maintains express shipping account for the District; updates vendor information into computerized system; scans and attaches packing slip/invoices to purchase orders using computerized system.	30%
3	S	Provides business support services; picks up and delivers mail to satellite facilities; sorts and distributes inter-office and external mail and maintains District's post office box accounts; maintains District carpool vehicle keys; maintains District office supply vendor accounts; inventories, stocks and orders beverage supplies, logo apparel, first aid supplies; orders business cards for District.	30%
4	S	Provides clerical support for bid solicitations and Requests for Quotes; maintains prospective bidder list; receives and secures bids; assists with public bid openings; receives and remits bid securities and payments; assists with letters, correspondence, and addendums to prospective bidders and maintains bid document files.	10%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum one (1) year of clerical or administrative experience.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary workers.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
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	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required.

KNOWLEDGE	
<ul style="list-style-type: none"> • Record keeping and filing methods and systems • Basic mathematics • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices 	



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

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Prepare reports related to position • Compose basic business correspondence • Accurately proofread details, noting and detecting errors • Learn to use specialized tools or equipment related to position

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

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
Sitting	F	Desk work; Driving
Walking	F	To other departments/offices, Mail delivery
Lifting	F	Supplies, Packages
Carrying	F	Supplies; Files, Bulk Mail
Pushing/Pulling	O	Equipment, Machinery
Reaching	O	Supplies
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard; Telephone keypad
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	N	
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	F	Getting inside vehicle
Climbing	O	Stairs
Balancing	N	
Vision	C	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	F	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, mail postage machines, vehicle, pallet jack, hand truck, printer, PC, software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-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 (specified, if applicable)	

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

PROTECTIVE EQUIPMENT REQUIRED: Safety vest

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	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	N
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (specified, if applicable)	

PRIMARY WORK LOCATION:

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

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



Title: Reception Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general clerical and front desk reception support for the District’s main office. This is accomplished by directing callers to appropriate departments; assisting walk-in customers; contacting departments when appointments arrive; distributing and stocking departmental brochures and other materials; explaining rules, policies and procedures to customers; collecting lost and found items left on transit vehicles. Other duties include providing general clerical assistance to other departments as needed.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Answers main reception multi-line telephone system; directs callers to appropriate departments; maintains company directory.	60%
2	L	Manages lost and found retrieval; drives to multiple locations to empty lockboxes; collects and loads items from transit vehicles; unloads and delivers items to Customer Service Department for log-in.	20%
3	S	Greets and assists walk-in customers; assists customers with route, schedule and fare information.	20%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum one (1) year customer service experience. Previous call center experience desirable.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	After receiving detailed instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
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	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic –Ability to write simply sentences containing subject, verb, and object, and/or series of numbers, names and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required.

KNOWLEDGE
<ul style="list-style-type: none"> • Customer service and public relations methods and techniques • Relative location of cities, basic geography and prominent landmarks of Sacramento County. • General office practices and methods • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage



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

ABILITIES
<ul style="list-style-type: none"> • Learn District’s policies, procedures and practices • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Apply customer service skills, representing the District in a positive way while working with the public • Effectively deal with difficult people and situations • Quickly learn District’s routes, schedules and fare structures and read maps • Learn proper use of trip planning software • Operate telephone switchboard/call distribution system, standard office machines and photo equipment • Work independently and follow verbal and written instructions • Communicate clearly and concisely in English both orally and in writing

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

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	Observing work duties
Sitting	F	Desk work; Driving
Walking	O	To other departments/offices; Around work site
Lifting	O	Supplies; Equipment
Carrying	O	Supplies; Equipment
Pushing/Pulling	O	Equipment
Reaching	F	For supplies
Handling	O	Paperwork
Fine Dexterity	F	Computer keyboard; Telephone keypad
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	O	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	F	From computer to telephone; Getting inside vehicle
Climbing	R	Stairs
Balancing	N	
Vision	F	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Call distribution system; fax machine, copier, printer, PC and software related to duties

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	--	---	------------------------	-------------------

-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 (specified, if applicable)	

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

Reception Clerk



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

PRIMARY WORK LOCATION:

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

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



Title: Senior Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform the tasks, duties and responsibilities of any clerical and technician position in the Finance Department as assigned. This is accomplished by providing support specifically to the accounting and payroll technicians, accounts payable, fare pre-payment, revenue, treasury and miscellaneous clerical accounting functions. The varied nature of the responsibilities requires working knowledge of all positions supported and the ability to execute tasks consistent with each position. Other duties may include maintaining petty cash drawer, filing and maintaining various accounting and financial records/documents, sorting and distributing mail, maintaining petty cash drawer, assisting and directing incoming calls and visitors and other clerical duties as assigned.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	M	Performs a variety of clerical accounting duties in the Finance Department within the bargaining unit classifications including but not limited to performing general technical and clerical accounting duties, posting various transactions into computerized system, processing media orders, coding timekeeping documents and posting Operator work hours and absences, processing invoices and resolving vendor discrepancies, performing vault inventory, preparing currency and coins for deposit, performing route duties to empty and restock fare vending machines, processing, depositing and reporting transit revenues and creating various reports related to each position.	70%
2	M	Provides general clerical and administrative support to the department by filing and maintaining various accounting and financial records/documents; creates various reports, completes forms, enters and tracks miscellaneous information in computerized systems	30%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum of two (2) years of general accounting experience in the areas of accounts payable, accounts receivable, and/or payroll processing.
Supervision	Position has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	After receiving general instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results. There is some opportunity for discretion while making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic - Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Math	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 the college level. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required. Typing certificate verifying minimum speed of 45 net words per minute.

KNOWLEDGE
<ul style="list-style-type: none"> • General accounting principles, standards, practices, techniques and methods • Mathematical concepts necessary to make calculations related to accounting transactions • Principles and methods of cash handling • Record keeping and filing methods and systems • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage <p style="text-align: center;">General methods of tactful public communication and customer service practices</p>



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

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Interpret and apply applicable accounting/audit laws • Analyze and interpret fiscal records and documents. • Learn HRIS processes related to position • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Reconcile account information and post transactions accurately • Maintain records and prepare financial and accounting reports related to position • Compose written reports/correspondence independently • Accurately proofread details, noting and detecting errors • Accurately type 45 net words per minute

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.	X	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



PHYSICAL DEMANDS:

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

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

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	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	Supplies; Equipment; Files
Carrying	O	Supplies; Equipment; Files
Pushing/Pulling	R	File drawers; Equipment
Reaching	R	For supplies; For files
Handling	F	Paperwork; Monies
Fine Dexterity	F	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	N	
Bending	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	R	From computer to telephone; Getting inside vehicle
Climbing	R	Stairs; Step stools
Balancing	R	On steps stools
Vision	F	Reading; Computer screen; Driving
Hearing	R	Communicating via telephone/radio, to co-workers/public
Talking	R	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, vehicle, printer, scanner, stuffing machine, Cummins coin and currency machines, 10-key , PC, software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-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 (specified, if applicable)	

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

PROTECTIVE EQUIPMENT REQUIRED: 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
---	---	---	-----------------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	N
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	F
Other (specified, if applicable)	N

PRIMARY WORK LOCATION:

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

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



Title: Transit Fare Inspector

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general transit enforcement and operations services for the assigned department. This is accomplished by enforcing transit-related code, rules, laws and ordinances; assisting passengers; issuing citations; providing safe and comfortable customer riding experience; patrolling RT vehicles and property; responding to emergencies and assisting first responders; assisting transit operators with mechanical or operational issues. Other duties include writing reports; maintaining records; maintaining training; provides court documentation and testimony; assists elderly and physically disabled with boarding/exiting and assisting with removal of luggage, carts or personal belongings.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	M	Performs code and fare enforcement activities on board transit vehicles, and within stations and facilities; checks for proof of fare; issues citations for various infractions; checks and verifies passenger identification documents, and assists law enforcement as directed in the event of accidents or emergencies.	60%
2	L	Performs customer service activities; assists passengers with directions, information, rules, and regulations; assists boarding/exiting passengers; manages customer conflicts and disruptions; assists passengers who need special assistance.	20%
3	L	Gathers information on citations and occurrences, enters citation information into computerized system, completes various forms and reports including incident and accident reports, appear in court to present evidence and testimony related to job duties.	20%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum 2 years of full time experience working directly with the public, which must have included interpreting or enforcing policies and/or regulations or providing information and assistance directly to the public.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees. Work being performed by those being supervised is complex in nature.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignment according to his/her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Basic - Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Obtain CPR/First Aid Certification and obtain and maintain PC 832 Certificate.



KNOWLEDGE

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

SKILLS

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

ABILITIES

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



OVERALL PHYSICAL STRENGTH DEMANDS:

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

PHYSICAL DEMANDS:

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

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

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



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

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

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

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

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

(1) Biohazards

PROTECTIVE EQUIPMENT REQUIRED: Pepper spray

NON-PHYSICAL DEMANDS:

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

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

PRIMARY WORK LOCATION:

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

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



Title: Treasury Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to process, deposit and report all transit revenues. This is accomplished by receiving and verifying currency and returned fare media, applying account payments, sorting and distributing mail, accepting employee payments, generating daily deposits, handling petty cash, processing fare revenue. Other duties include posting returned checks, contacting appropriate parties regarding past due accounts, ticket exchanges and other related clerical assignments.

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.
---	---	--	---	---

#	Code	Essential Functions	% of Time
1	L	Receives returns, payments and other account data and enters information into fare pre-payment software and/or spreadsheets; reconciles returned media and checks/currency/coin; advises customers of account discrepancies; makes copies of posted payments; processes online fare media orders; validates credit card transactions via VeriFone; posts check orders; assists customers with account information; distributes mail.	60%
2	L	Performs revenue processing; pulls and stacks bins from bill vaults; processes currency through sorter; reconciles bag totals; sorts tickets for shredding; completes forms and deposit slips for currency bags; responds to electronic correspondence; answers telephone; orders supplies; makes copies, performs minor maintenance on revenue equipment including cleaning of coin and currency counters/sorters.	40%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum of one (1) year of previous cash handling experience.
Supervision	Position has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
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	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required.

KNOWLEDGE
<ul style="list-style-type: none"> • Record keeping and filing methods and systems • Basic mathematics • Principles and methods of cash handling • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices



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

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Learn to perform basic clerical accounting tasks including cash audits. • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Reconcile account information and post transactions accurately • Prepare reports related to position • Compose basic business correspondence • Accurately proofread details, noting and detecting errors

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.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



PHYSICAL DEMANDS:

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

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

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site; Communicating with co-workers
Sitting	C	Desk work; Meetings
Walking	O	To other departments/offices; Around work site
Lifting	C	Supplies; Equipment; Files
Carrying	C	Supplies; Equipment; Files
Pushing/Pulling	C	File drawers; Equipment; Tables and chairs
Reaching	O	For supplies; For files
Handling	C	Paperwork; Monies; Fare Media
Fine Dexterity	C	Computer keyboard; Telephone keypad, Calculator
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	C	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	C	Reading; Computer screen
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	N	
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, calculator, currency counter, VeriFone, printer, PC , MS Office/Word, Excel, FPP/MTO system software



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	F
Electrical Hazards	R
Fire Hazards	F
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (specified, if applicable)	

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

PROTECTIVE EQUIPMENT REQUIRED: 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
---	---	---	-----------------------------------

-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	F
Other	

PRIMARY WORK LOCATION:

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

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