

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
14	12/12/16	Open	Action	11/30/16

Subject: Approving Modified Job Descriptions, the District's Authorized Classifications, Positions and Salary Grades, and Delegation of Authority to the General Manger/CEO for Approval of Authorized Position Allocation Modifications due to Reclassification Studies

ISSUE

Whether or not to approve modified job descriptions, the District's Authorized Classifications, Positions and Salary Grades, and Delegation of Authority to the General Manger/CEO for approval of authorized position allocation modifications due to reclassification studies that do not exceed a fiscal impact of \$20,000 in the fiscal year in which the action is taken.

RECOMMENDED ACTION

Adopt Resolution No. 16-12-____, Amending Exhibit A of Resolution 16-11-0133, Approving Modified Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades, and Delegating Authority to the General Manger/CEO to Approve Authorized Position Allocation Modifications Due to Reclassification Studies that Do Not Exceed a Fiscal Impact of \$20,000 in the Fiscal Year in which the Action is Taken.

FISCAL IMPACT

Position	Grade	Annual Salary	Total position costs	FY17
Accessible Services Administrator to Director, Accessible Services**	112	\$ 11,652	\$ 16,217	\$ 8,784
Total Fiscal Impact				\$ 8,784*

*Assumes effective date of 12/16/16

**Based on minimum salary level of position

DISCUSSION

Summary: This proposed action will result in 1 modified job description (Director, Accessible Services and Customer Advocacy to Director, Accessible Services) and delegation of authority to the General Manager/CEO allowing him/her to approve authorized position allocation modifications due to reclassification studies that do not exceed a fiscal impact of \$20,000 in the fiscal year in which the action is taken.

Approved:

Presented:

Final 12/7/16

General Manager/CEO

Director, Human Resources

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Accountability and Performance Division
Director, Accessible Services

As a result of the executive reorganization, staff determined that there was a need to develop a position that would provide executive oversight over the strategic planning, accessible services, and internal audit functions. At that time, a Chief of Staff position was developed. The previous Director, Accessible Services and Customer Advocacy was promoted into the position, leaving the Director position unencumbered. Since this time, the Accessible Services and Customer Advocacy functions have been decoupled and moved to separate divisions.

In response to these changes, the Human Resources department initiated a job analysis of the position, as well as the Accessible Services Administrator position, which included asking the incumbent to complete a Job Description Questionnaire (JDQ) and conducting a desk audit interview with the incumbent, as well as the incumbent's manager. The JDQ and interviews demonstrated that the incumbent's responsibilities included a significant number of Accessible Services duties previously performed by the Director Accessible Services and Customer Advocacy. With this information, staff conducted a thorough analysis and benchmarking and determined that the existing job description needed to be revised and updated to accurately capture the change in responsibilities of this position.

Modifications to the job description have been made and staff has determined that the compensable factors for this modified job description have not changed, therefore staff is recommending no change to the salary grade for this position. The fiscal impact for this change is noted above. The modified job description for the Director, Accessible Services is included in Exhibit B.

If the Board approves this action, the current Accessible Services Administrator will be shifted into the Director, Accessible Services classification by the General Manager/CEO. The change to the total number of authorized positions is reflected in the Authorized Positions List and is attached to the Resolution as Exhibit A.

Authorized Position Modification

Each year, RT presents to the Board a balanced budget for the upcoming fiscal year. Contained within the budget are the total number of positions, including existing authorized positions, increases/decreases to Division/Department position levels, labor budgets, etc. Any necessary modifications are then included within the mid-year revisions, and again balanced against revenues. Each necessary position is outlined within both the annual and mid-year budget and accounted for by Human Resources Position Control and the Office of Budget Management.

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However, from time to time it necessary to modify the allocation of a position due to changes in responsibilities or reorganization of duties. These modifications result from a recommendation to reclassify a position to a higher level or create a new position that most appropriately encapsulates the role that is needed. In both instances, the original position is contained within the current budget and any salary increases related to the position allocation are identified by the department prior to the finalization of the recommendation. Delegating authority to the General Manager/CEO to approve authorized position allocation modifications due to reclassification studies that do not exceed a fiscal impact of \$20,000 in the fiscal year in which the change is made, will expedite the process to reclassify a position and allow the Departments to continue to provide service as usual.

Authorized Classifications, Positions and Salary Grades

Changes to position control described above are reflected in the Authorized Classifications, Positions and Salary Grades list (Authorized Positions List), attached to the Resolution as Exhibit A.

Modified Job Descriptions

The job descriptions listed below are attached to the Resolution as Exhibit B.

Previous Job Title	Disposition	Modified and/or New Job Title
Director, Accessible Services and Customer Advocacy	Modified	Director, Accessible Services

Staff recommends approval of this action.

RESOLUTION NO. 16-12-_____

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

December 12, 2016

AMENDING EXHIBIT A OF RESOLUTION 16-11-0133, APPROVING MODIFIED JOB DESCRIPTIONS AND THE DISTRICT'S AUTHORIZED CLASSIFICATIONS, POSITIONS AND SALARY GRADES, AND DELEGATING AUTHORITY TO THE GENERAL MANGER/CEO TO APPROVE AUTHORIZED POSITION ALLOCATION MODIFICATIONS DUE TO RECLASSIFICATION STUDIES THAT DO NOT EXCEED A FISCAL IMPACT OF \$20,000 IN THE FISCAL YEAR IN WHICH THE ACTION IS TAKEN

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

THAT, effective December 13, 2016, Resolution No. 16-11-0133 is hereby amended by deleting Exhibit A and replacing it with attached Exhibit A "Authorized Classifications, Positions and Salary Grades".

THAT, effective December 13, 2016, the modified job description of Director, Accessible Services, attached as Exhibit B, is hereby approved.

THAT, effective December 13, 2016, the Board hereby delegates authority to the General Manager/CEO to approve authorized position allocation modifications due to reclassification studies that do not exceed a fiscal impact of \$20,000 in the fiscal year in which the action is taken, is hereby approved.

JAY SCHENIRER, Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Cindy Brooks, Assistant Secretary

EXHIBIT A
Effective December 13, 2016
AUTHORIZED CLASSIFICATIONS, POSITIONS, AND SALARY GRADES

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
<u>AEA Family:</u>		
Accountant I	0	205
Accountant II	0	108
Assistant Architect	0	206
Assistant Engineer	0	208
Assistant Planner	2	207
Assistant Resident Engineer	2	208
Associate Architect	1	109
Associate Civil Engineer	1	110
Associate Engineer	0	109
Associate Systems Engineer	2	110
Engineering Analyst I	0	205
Engineering Analyst II	0	207
Engineering Technician	1	205
Grants Analyst	0	206
Human Resources Trainer	0	206
Information Technology Business Systems Analyst	0	107
Inspector	0	204
Junior Engineer	0	205
Long Range Planner	0	208
Payroll Analyst	1	204
Procurement Analyst I	0	205
Procurement Analyst II	4	207
Programmer Analyst I	0	205
Programmer Analyst II	0	208
Quality Assurance Specialist I	0	202
Quality Assurance Specialist II	0	205
Real Estate Analyst I	0	205
Real Estate Analyst II	0	207
Resident Engineer	0	110
Revenue Analyst	1	207
Schedule Analyst I	1	205
Schedule Analyst II	2	207
Senior Accountant	2	109
Senior Architect	1	111
Senior Civil Engineer	1	111
Senior Community and Government Affairs Officer	2	108
Senior Engineering Analyst	1	109
Senior Engineering Technician	1	207
Senior Grants Analyst	2	108
Senior Information Technology Business Systems Analyst	3	109
Senior Strategic Planner	1	109
Senior Marketing and Communications Specialist	1	108
Senior Planner	0	109
Senior Procurement Analyst	3	109
Senior Programmer Analyst	2	109
Senior Quality Assurance Specialist	1	108
Senior Real Estate Analyst	0	108

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

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
Senior Social Media & Website Specialist	1	109
Senior Systems Engineer	1	111
Service Planner	1	208
Vehicle Equipment Maintenance Specialist	0	207
Video Communications Systems Analyst	1	208
<hr/> Total General Family Allocations:		43

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

<u>MANAGEMENT & CONFIDENTIAL FAMILY:</u>	<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
	*(2) Accessible Services Administrator	0	110
	Administrative Assistant I (GM, Labor Relations & Legal Cost Centers)	0	200
	Administrative Assistant II (GM, Labor Relations & Legal Cost Centers)	2	202
	Attorney I	0	108
	Attorney II	0	110
	Attorney III	3	112
	Chief Counsel	1	**
	Chief Auditor	1	113
	Chief Safety Officer	1	113
	Clerk to the Board	1	208
	Community Bus Services Superintendent	0	110
	Deputy Chief Counsel	1	V
	Deputy General Manager	0	VI
	Deputy Chief Operating Officer	1	114
	Director, Accessible Services	1	112
	Director, Bus Maintenance	1	112
	Director, Civil and Track Design	1	113
	Director, Community Bus Services	1	112
	Director, Construction Management	1	112
	Director, Facilities	1	112
	Director, Finance and Treasury	1	112
	Director, Human Resources	1	112
	Director, Information Technology	1	112
	Director, Labor Relations	1	112
	Director, Light Rail	1	113
	Director, Long Range Planning	1	112
	Director, Office Management and Budget	1	112
	Director, Organizational Development	0	112
	Director, Planning	0	112
	Director, Procurement Services	1	112
	Director, Project Management	1	112
	Director, Marketing, Communications and Public Information	1	112
	Director, Real Estate	0	112
	Director, Safety	1	112
	Director, Scheduling	1	112
	Director, Systems Design	0	113
	Director, Transportation	1	112
	EEO Administrator	1	110
	Electronic Fare Collection Systems Administrator	1	110
	Executive Assistant	1	207
	General Manager/CEO	1	**
	Human Resources Administrator	1	110
	Human Resources Analyst I	1	205
	Human Resources Analyst II	2	208
	Labor Relations Analyst I	1	205
	Labor Relations Analyst II	0	208
	Legal Secretary	1	204
	Maintenance Superintendent - Bus	1	111
	Maintenance Superintendent - Light Rail	1	111
	Maintenance Superintendent - Wayside	1	111
	Manager, Accounting	1	110

* Denotes Change in Classification/Count

(1) Increase in Position(s)

(2) Decrease in Position(s)

** No Grade, Salary by Employment Contract

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<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
Manager, Community and Governmental Affairs	0	111
Manager, Contracts and Disadvantaged Business Enterprise	1	110
Manager, Customer Service	1	110
Manager, Enterprise Resources and Databases	1	111
Manager, Grants	1	110
Manager, Marketing and Communications	1	111
Manager, Quality Assurance	0	111
Manager, Revenue	1	110
Material Management Superintendent	3	110
Network and End User Operations Administrator	1	110
Operations Training Administrator	0	110
Paralegal	0	205
Payroll Supervisor	1	109
Pension and Retiree Services Administrator	1	110
Principal Accountability & Compliance Auditor	0	112
Principal Civil Engineer	1	112
Principal Planner	1	110
Principal Systems Engineer	1	112
Purchasing and Materials Administrator	1	110
Quality Assurance Administrator	1	110
Real Estate Administrator - Acquisitions	0	109
Real Estate Administrator - Asset Management	1	109
Real Estate Administrator - Transit Oriented Development and Joint Development	0	109
Risk Administrator	1	110
Risk Analyst I	0	204
Risk Analyst II	1	207
Senior Administrative Assistant	5	206
Senior Attorney	1	113
Senior Classification and Compensation Analyst	0	108
Senior Financial Analyst	3	108
Senior Human Resources Analyst	5	109
Senior Labor Relations Analyst	2	109
Senior Paralegal	2	207
Senior Risk Analyst	1	109
Senior Schedule Analyst	0	108
Transportation Superintendent - Bus	3	110
Transportation Superintendent - Light Rail	2	110
Transportation Superintendent - Police Services	1	110
Vice President, Accountability and Performance	1	III
Vice President, Administration	1	III
Vice President, Communications and Partnerships	1	III
Vice President, Finance / Chief Financial Officer	1	IV
Vice President, Security and Safety	1	IV
Vice President, Strategic Planning and System Development	1	IV
Vice President, Transit Services / Chief Operating Officer	1	V
Total Management and Confidential Allocations:	96	
Total District-wide Salaried Allocations:	139	

* Denotes Change in Classification/Count

(1) Increase in Position(s)

(2) Decrease in Position(s)

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<u>Job Classification Titles</u>		<u>Authorized Positions</u>	<u>Grade</u>
<u>AFSCME 146 Family:</u>	Accessible Services Eligibility Specialist	3	205
	Administrative Assistant I	0	200
	Administrative Assistant II	11	202
	Administrative Supervisor	1	***
	Administrative Technician	14	204
	Communications Infrastructure Specialist	1	207
	Community Bus Services Dispatcher Supervisor	5	***
	Customer Advocacy Supervisor	1	***
	Customer Advocate I	2	201
	Customer Service Supervisor	1	***
	Facilities Supervisor	3	***
	Graphic Designer	2	205
	Information Technology Project Coordinator	1	109
	Information Technology Technician I	0	205
	Information Technology Technician II	2	206
	Maintenance Supervisor - Bus	8	***
	Maintenance Supervisor - Light Rail	11	***
	Maintenance Supervisor - Wayside	6	***
	Maintenance Trainer - Bus	1	***
	Maintenance Trainer - Light Rail	1	***
	Marketing and Communications Specialist	1	206
	Network Operations Engineer	2	208
	Network Operations Technician	2	205
	Operations Trainer	4	209
	Route Check Supervisor	0	***
	Route Checker	4	200
	Safety Specialist I	0	205
	Safety Specialist II	0	207
	Senior Customer Advocate	1	205
	Senior Facilities Specialist	2	109
	Senior Inspector	1	206
	Senior Safety Specialist	2	109
	Transit Officer Supervisor	1	***
	Transportation Supervisor	55	***
Total AFSCME 146 Allocations:		149	

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(1) Increase in Position(s)
(2) Decrease in Position(s)
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<u>Job Classification Titles</u>		<u>Authorized Positions</u>	<u>Grade</u>
<u>ATU 256 Family:</u>	Accounting Technician	1	***
	Accounts Payable Clerk	2	***
	Claims Technician	1	***
	Customer Service Clerk	1	***
	Customer Service Representative	14	***
	Transit Agent	30	***
	Fare Prepayment Clerk	1	***
	Operators (Bus, CBS and Light Rail combined)	475	***
	Payroll Technician	1	***
	Procurement Clerk	2	***
	Reception Clerk	1	***
	Revenue Clerk	3	***
	Senior Clerk	1	***
	Transit Fare Inspector	13	***
	Treasury Clerk	1	***
<u>Total ATU 254 Allocations:</u>		547	
<u>IBEW 1245 Family:</u>	Bus Service Worker	29	***
	Electronic Mechanic	3	***
	Facilities and Grounds Worker I	2	***
	Facilities and Grounds Worker II	4	***
	Facilities Electronic Technician	1	***
	Facilities Maintenance Mechanic	16	***
	*(1) Facilities Service Worker	16	***
	Journey Lineworker	0	***
	Light Rail Assistant Mechanic	8	***
	Light Rail Service Worker	22	***
	Light Rail Vehicle Technician	38	***
	Lineworker	0	***
	Lineworker Technician	20	***
	Mechanic A	26	***
	Mechanic A (Body/Fender)	7	***
	Mechanic A (Gasoline/Propane)	2	***
	Mechanic B	8	***
	Mechanic C	17	***
	Painter	1	***
	Part-Time Cleaner	15	***
	Rail Laborer	7	***
	Rail Maintenance Worker	8	***
	Senior Mechanic	0	***
	Senior Rail Maintenance Worker	2	***
	Storekeeper	10	***
	*(2) Transit Cleaner	0	***
	Upholsterer	1	***
<u>Total IBEW 1245 Allocations:</u>		263	

TOTAL AUTHORIZED ALLOCATIONS: 1098

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(1) Increase in Position(s)
(2) Decrease in Position(s)
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Salaried Classification Series

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

Accessible Services Eligibility Specialist, Administrator
Accountant I, II, Senior
Administrative Assistant I, II, Technician, Senior, Supervisor
Assistant Architect, Associate, Senior
Assistant Planner, Service Planner, Long Range Planner, Senior Planner, Senior Strategic Planner, Principal Planner
Attorney I, II, III, Senior
Customer Advocate I, Senior
Engineering Analyst I, II, Senior
Engineering Technician, Senior
Grants Analyst, Senior
Human Resources Analyst I, II, Senior, Administrator
Information Technology Technician I, II
Inspector, Senior Inspector, Assistant Resident Engineer, Resident Engineer
IT Business Systems Analyst, Senior
Junior Engineer, Assistant, Associate, Associate Civil, Senior, Principal
Junior Engineer, Assistant, Associate, Associate Systems, Senior, Principal
Labor Relations Analyst I, II, Senior
Marketing and Communications Specialist, Senior
Network Operations Technician, Network Operations Engineer, Network and End User Operations Administrator
Network Operations Technician, Video Communications Systems Analyst, Network and End User Operations Administrator
Paralegal, Senior
Payroll Analyst, Supervisor
Procurement Analyst I, II, Senior
Programmer Analyst I, II, Senior
Quality Assurance Specialist I, II, Senior, Administrator
Real Estate Analyst I, II, Senior, Administrator
Risk Analyst I, II, Senior, Administrator
Safety Specialist I, II, Senior
Schedule Analyst I, II, Senior

EXHIBIT B
List of New and Modified Job Descriptions
Effective December 13, 2016

Job Description - Previous Title	Disposition	Job Description - Modified / New Title
Director, Accessible Services and Customer Advocacy	Modified	Director, Accessible Services



Title: Director, Accessible Services

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to manage, implement, and monitor accessible services programs which may include paratransit eligibility program, service contracts, staff support for disabled and elderly public advisory council, oversight and policy direction on compliance with the Americans with Disabilities Act and other applicable state and federal laws. This is accomplished by planning and budgeting for the unit, overseeing and delegating work, establishing department policy, developing, managing, coordinating, or monitoring District policy as it relates to ADA compliance, participating as a member of management in meetings and committees, coordinating and collaborating with other departments on accessibility requirements, identifying, monitoring, and evaluating activities that affect ADA requirements, administering and staffing disabled and elderly public advisory council, developing, managing, and supervising appeals program, managing the contract for the ADA paratransit services, and representing the District to disabled/senior groups and agencies on issues pertaining to persons with disabilities and older adults.

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	Administers the Mobility Advisory Council, by providing direction and guidance in the preparation of an annual work plan, coordinating with all departments on projects and initiatives that impact persons with disabilities and older adults for presentation and consultation, preparing agendas, bylaws, and work plans for the Council, recruiting members, and acting as a liaison for the Council to staff, the District General Manager, and the Board of Directors.
2	L	Oversees and directs policy on compliance with ADA and other applicable state and federal laws by monitoring plans, programs, and services, developing policies or recommendations for bus, light rail, paratransit, facilities, and equipment, providing direction and technical support in vehicle procurement and facility designs to ensure accessibility, preparing and updating ADA program documents, acting as a liaison to government entities in program/facility audits/reviews, providing direction and technical support to management, developing corrective actions and implementation plans to resolve any audit /review findings/recommendations, monitoring regulations and legislation in program areas, and developing responses to proposed rulemakings in program areas or recommend policy changes to comply with new regulations.
3	L	Administers department by planning and budgeting for the unit, setting goals and standards for the department, overseeing and delegating work to department staff,



establishing, reviewing, and modifying department policy, resolving employee issues and grievances, providing direct and indirect supervision to department personnel, and resolving employee issues and grievances.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, Vocational Rehabilitation, or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	<p>A minimum of seven (7) years of progressively responsible management and administrative experience in a transit agency in providing customer service in a paratransit field, working with the disabled community and ADA compliance and policy development, including three (3) years of supervisory experience.</p>
Supervision	<p>Work involves problem solving and mediating highly conflicting, unexpected and unusual problems involving multiple groups. Applies broad management responsibility for a large program or set of related functions. Provides direct and indirect supervision to lower level personnel.</p>
Human Collaboration Skills	<p>Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.</p>
Freedom to Act	<p>The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.</p>
Technical Skills	<p>Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.</p>
Budget Responsibility	<p>Position has major fiscal responsibility. Is responsible for department-wide financial decisions. Assures that appropriate linkages exist between budget requests and departmental goals and objectives. Monitors budget plan, and adjusts as necessary.</p>
Reading	<p>Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.</p>
Math	<p>Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.</p>



Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Functions and responsibilities of a regional transit district and its services. • Statistical and research methods as applied to public transportation planning. • Federal, state, and local rules and regulations on accessibility. • Principles and techniques of personnel management and supervision. • Project management, analysis, and evaluation. • Statistical concepts and methods. • Knowledge of Americans with Disability Act (ADA) sufficient to ensure compliance with applicable requirements. • Comprehensive understanding of medical terminology. • Laws, regulations, and reporting requirements dealing with persons with disabilities and the elderly, including the ADA, California Title 24, and Sections 503 and 504 of the Rehabilitation Act. • Customer services principles. • Conflict resolution methodologies • Basic principles of program development, program management, and auditing. • Various kinds of disabilities, their related functional abilities, and related accommodation tools. • Modern management theory and practices. • Conflict resolution, negotiation, and mediation techniques. • Adaptive technologies and available accommodations for persons with disabilities. • District policies, procedures, and programs. • Appropriate terminology in discussing disabilities, and related functional limitations in accessing fixed route service. • Paratransit operations. • Accounting principles, including budget preparation and forecasting. • Current customer relations techniques. • Developing customer service strategies and benchmarking. • Bargaining unit contract compliance requirements.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area. • Intermediate mathematical calculations, including the comprehension of ratios and percentages.



ABILITIES

- Develop and administer a project budget.
- Establish, monitor, and control projects and schedules.
- Plan, organize, supervise, and review the work of staff and consultants.
- Create and deliver training curriculum as required.
- Provide technical advice to professional and technical staff in solving complex issues, regulations and compliance problems.
- Supervise the collection, analysis, and interpretation of data and information.
- Participate in statistical and technical research on planning, accessibility, economic, and transportation problems.
- Recognize problems, perform research, analyze, and evaluate complex environmental data, prepare reports, and develop recommendations.
- Communicate clearly and concisely, orally and in writing; make presentations before large and small groups, including the summarization of statistical information for audiences of assorted disciplines
- Conduct meetings and lead discussions.
- Establish and maintain effective, cooperative working relationships with professional and technical staff, consultants, various governmental agencies, and the general public.
- Interpret and apply federal, state and local policies, procedures, laws, ordinances and regulations, including ADA requirements.
- Negotiate and develop contracts and agreements.
- Analyze and solve program and/or technical problems/issues and take appropriate corrective action.
- Effectively manage and motivate employees.
- Prioritize work and meet critical deadlines.
- Interpret, analyze, and apply the general guidelines of the ADA transportation provisions in establishment of District policies related to disabled and elderly services.
- Continue education on ADA issues, including regulations, court rulings, federal guidance, and available resources.
- Promote awareness and collaborate effectively with management regarding issues related to passengers with special needs.
- Educate District personnel on issues related to services to passengers with disabilities and the elderly.
- Analyze data and situations accurately; independently identify needs, alternatives, and courses of action; make sound decisions and take or recommend appropriate related action.
- Work in a fast-paced environment and meet deadlines.
- Present a positive image of the District in a highly visible position to the disabled and elderly community, despite any negative experiences of customers related to District programs or services.
- Resolve conflict and collaborate on solutions to enhance customer service.
- Effectively address public agencies particularly the disabled/elderly community coalitions, and conduct meetings with these groups.
- Establish and maintain multi-agency working relationships and effectively resolve conflict, as well as act as liaison to the community on paratransit related issues.



OVERALL PHYSICAL STRENGTH DEMANDS:

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

PHYSICAL DEMANDS:

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

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone and computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

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

(3)N/A

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