

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
8	3/28/16	Open	Action	3/22/16

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

ISSUE

Whether to approve new job descriptions and the District's Authorized Classifications, Positions and Salary Grades.

RECOMMENDED ACTION

Adopt Resolution No. 16-03-____, Amending Exhibit A of Resolution No. 16-03-0023 and Approving New Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades.

FISCAL IMPACT

Positions	Cost Center	FY 2016 Budget				FY 2017 Budget			
		Operating	Pension	Total	Funded	Operating	Pension	Total	Funded
Event Attendants / Lead Event Attendants	Marketing	NA	NA	NA	NA	154,128	-	154,128	Yes
HR Analyst II	Human Resources	2,356	9,425	11,781	No	28,274	113,098	141,372	Yes

DISCUSSION

Summary: The first proposed action will result in the addition of 50 new Personal Services Contractors (PSC's) to serve as Event Attendants in FY17. The fiscal impact will be included in the FY17 budget. The anticipated hire date will be July 2016.

The second proposed action will result in the addition of 1 Human Resources Analyst II. The fiscal impact for the proposed action will be \$11,781 for the remainder of FY16, with 80% of that cost to be covered by RT's pension plan. The anticipated hire date will be June 2016.

Event Attendants

As a result of the recent system improvement initiatives and the opening of the Golden 1 Center, staff identified the need for a more specialized approach to addressing the needs of and assisting Regional Transit's (RT's) customers. RT staff is requesting authorization to enter into a Personal Services Contract with a pool of 50 individuals to serve as Event Attendants and Lead Event Attendants. These individuals will serve in a wayfinding capacity, providing information and assistance to passengers at bus stops and light rail stations and

Approved:

Presented:

Final 03/23/16

General Manager/CEO

Director, Human Resources

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providing a visible presence for RT for the 85 major events that are to be held throughout the year at the Golden1 Center. Two levels of positions have been created, Event Attendant and Lead Event Attendant. Event Attendants will provide basic wayfinding information and passenger assistance, while the Lead Event Attendants will provide specialized information related to navigating the bus/light rail system throughout Sacramento County, purchasing fare media, as well as handling the dissemination of information during service interruptions and emergency situations. They will also be required to possess a specialized level of knowledge of and experience with RT's services and therefore will be expected to act as a lead to other event attendants assigned in an area during special events. Hiring for these positions is anticipated to begin in July.

Human Resources Department

Over the past several years, pension related work performed by the Pension and Retiree Services Administrator, as well as the Director, Human Resources, has increased significantly. With a retiree population in excess of 850, the workload continues to increase, taxing existing HR resources not dedicated to the management of the pension plans. In addition, with the anticipated changes related to upcoming negotiations, the workload will continue to grow. Staff conducted a thorough benchmarking of staffing data associated with other agency plans that are of a similar size to RT's plans. This data showed that on average, 4 budgeted positions were allocated to support this function at similarly sized agencies.

Staff recommends adding a Human Resources Analyst II to support the growing workload associated with the management of RT's pension plans. Costs for this position will be split 80/20 between the pension plan and RT. The expense associated with the position has been reviewed with the actuary and fits within the current administrative cost assumptions contained within the current valuation. Hiring for this position is anticipated to occur in June 2016. Changes to the total number of authorized positions are reflected in Exhibit A.

Authorized Classifications, Positions and Salary Grades and Salary Grade Values

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.

New Job Descriptions

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

<u>Previous Job Title</u>	<u>Disposition</u>	<u>New Job Title</u>
N/A	New	Event Attendant
N/A	New	Lead Event Attendant

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Staff recommends approval of this action.

RESOLUTION NO. 16-03-_____

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

March 28, 2016

AMENDING EXHIBIT A OF RESOLUTION NO. 16-03-0023 AND APPROVING NEW JOB DESCRIPTIONS AND THE DISTRICT'S AUTHORIZED CLASSIFICATIONS, POSITIONS AND SALARY GRADES

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

THAT, effective March 29, 2016, Resolution No. 16-03-0023 is hereby amended by deleting Exhibit A and replacing it with attached Exhibit A "Authorized Classification, Positions and Salary Grades."

THAT, effective March 29, 2016, the new job descriptions of Event Attendant and Lead Event Attendant, attached as Exhibit B, are hereby approved.

JAY SCHENIRER, Chair

A T T E S T:

MICHAEL R. WILEY, Secretary

By: _____
Cindy Brooks, Assistant Secretary

EXHIBIT A
Effective March 29, 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	1	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 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
Total General Family Allocations:	43	

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(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>
	Accessible Services Administrator	1	110
	Administrative Assistant I (<i>GM, Labor Relations & Legal Cost Centers</i>)	0	200
	Administrative Assistant II (<i>GM, Labor Relations & Legal Cost Centers</i>)	2	202
	AGM - Administration	1	IV
	AGM of Engineering and Construction	1	IV
	AGM of Marketing and Communications	1	III
	AGM of Planning and Transit System Development	1	III
	Attorney I	0	108
	Attorney II	0	110
	Attorney III	3	112
	Chief Administrative Officer	0	III
	Chief Counsel	1	**
	Chief Financial Officer	1	IV
	Chief of Facilities and Business Support Services	1	III
	Chief of Police Services	1	IV
	Chief of Staff	1	II
	Chief Operating Officer	1	V
	Clerk to the Board	1	208
	Community Bus Services Superintendent	0	110
	Compliance and Quality Assurance Auditor	1	112
	Deputy Chief Counsel	1	V
	Deputy General Manager	0	VI
	Director, Accessible Services and Customer Advocacy	1	112
	Director, Bus Maintenance	1	112
	Director, Civil and Track Design	1	113
	Director, Community Bus Services	1	112
	Director, Construction Management	1	112
	Director, Facilities	1	112
	Director, Finance and Treasury	1	112
	Director, Human Resources	1	112
	Director, Information Technology	1	112
	Director, Labor Relations	1	112
	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, 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
	Executive Assistant	1	207
	General Manager/CEO	1	**
	Human Resources Administrator	1	110
	Human Resources Analyst I	1	205

* 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>
(1) 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
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
Materiel 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 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
Total Management and Confidential Allocations:	95	
Total District-wide Salaried Allocations:	138	

* 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	54	***
<u>Total AFSCME 146 Allocations:</u>	148	

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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	***
Total ATU 254 Allocations:	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	***
Facilities Service Worker	9	***
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)	6	***
Mechanic A (Gasoline/Propane)	2	***
Mechanic B	8	***
Mechanic C	17	***
Painter	2	***
Part-Time Cleaner	15	***
Rail Laborer	7	***
Rail Maintenance Worker	8	***
Senior Mechanic	0	***
Senior Rail Maintenance Worker	2	***
Storekeeper	10	***
Upholsterer	1	***
Total IBEW 1245 Allocations:	256	
TOTAL AUTHORIZED ALLOCATIONS:	1089	

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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, Principal
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
New Job Descriptions
Effective March 29, 2016

Job Description-Previous Title	Disposition	Job Description - New Title
N/A	New	Event Attendant
N/A	New	Lead Event Attendant



Title: Event Attendant

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to provide wayfinding information and assistance to passengers using the Sacramento Regional Transit District’s (RT) bus and light rail service during special events.

This position is classified as Personal Services Contractor as hourly, non-benefitted and non-represented. Incumbents will be required to work varying shifts, including weekends, nights, holidays and during special events in a team environment. Total assignment will not exceed 20 hours per week. This position will be considered a limited term demonstration position for up to 1 year. Incumbents should recognize that the position would be eliminated at any time during that 1 year demonstration period and that no guarantee of continued employee exists.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	L	During special events or other planned activities impacting service, provides RT outreach at bus stops and key light rail station locations, providing a visible presence to assist passengers with various wayfinding matters, including guidance related to RT’s system, directions, boarding and ridership processes, purchasing tickets through the specialized automated fare vending system, including both fare vending machines and RT’s specialized mobile fare app, and other advocacy/assistance related to RT transit services. Maintains safe flow of patrons during special events at bus stops, light rail stations and on RT vehicles. May assist with distributing promotional materials as requested. Maintains a courteous and friendly demeanor during all interactions. May also provide marketing/advertising assistance with new programs launches, blitzes, etc. that are held at specific remote locations such as bus stops/light rail stations or specific other locations within RT’s geographic footprint.	90%



2	L	Attend information/training sessions associated with upcoming events, District policy changes, route changes, etc. May assist in the promotional preparation, presentation and distribution of materials during RT community or special events.	10%
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JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires the knowledge and ability to read and understand written instructions, basic operational processes, and the routine operation of ticketing machines. Level of knowledge is equivalent to four (4) years of high school or equivalent.
Experience	One year of previous customer support experience is required. Previous or current experience using District bus and light rail services is highly desired.
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	Must pass a Department of Justice criminal background check.



KNOWLEDGE
<ul style="list-style-type: none">• Basic knowledge about RT’s light rail and bus systems. Cursory knowledge of Sacramento County location of cities, basic geography, and prominent landmarks or points of interest.• General customer service skills.

SKILLS
<ul style="list-style-type: none">• Specialized equipment specific to work environment.

ABILITIES
<ul style="list-style-type: none">• Comprehend customer requests for information or assistance.• Respond to inquiries and requests regarding fares, frequency of service or schedules, transfers and other RT bus and light rail related services and operations.• Communicate information accurately and effectively to customers.• Maintain an enthusiastic, courteous and tactful manner when with customers.• Work cooperatively with others.• Understand and follow instructions and apply procedures.• Stand for several hours in an outdoor work environment.



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	C	Communicating with customers; observing work site
Sitting	R	At stations; on light rail or bus
Walking	C	Around worksite
Lifting	O	Supplies
Carrying	O	Supplies; paperwork
Pushing/Pulling	O	Equipment; tickets
Reaching	O	For supplies; for tickets
Handling	C	Paperwork; tickets
Fine Dexterity	O	Separating papers, tickets
Kneeling	O	Retrieving items from ground
Crouching	O	Retrieving items from ground
Crawling	N	
Bending	O	Retrieving items from ground
Twisting	O	Retrieving items from ground
Climbing	R	Stairs
Balancing	R	On station landings
Vision	C	Reading; observing work site
Hearing	C	Communicating with public; Communicating via radio/phone with co-workers
Talking	C	Communicating with public; Communicating via radio/phone with co-workers
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio/phone, fare vending machines, pencil, paper, clipboard, watch, maps



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	R
Physical Danger or Abuse	R
Other	

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

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

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

PRIMARY WORK LOCATION:

Office Environment		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: Lead Event Attendant

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

This purpose of this position is to provide specialized wayfinding information to customers using the Sacramento Regional Transit District’s (RT) bus and light rail service during special events. This is accomplished by communicating wayfinding direction including transit services, schedules, routes, fares, transfers and connection points specifically related to the planned event; responding to customer inquiries, at key locations, related to system changes; service interruptions and emergency situations; providing boarding assistance to large groups and passengers with special needs; assisting with distributing promotional materials, as requested, related to usage of RT’s services during special events. Lead Event Attendants possess a specialized level of knowledge of and experience with RT’s services and therefore will be expected to act as a lead to other event attendants assigned in an area during special events.

This position is classified as Personal Services Contractor, bound by all the provisions of the Public Employees’ Pension Reform Act (PEPRA). The position will be hourly, non-benefitted and non-represented. Incumbents will be required to work varying shifts, including weekends, nights, holidays and during special events in a team environment, or may work alone. Total assignment will not exceed 20 hours per week. This position will be considered a limited term demonstration position for up to 1 year. Incumbents should recognize that the position would be eliminated at any time during that 1 year demonstration period and that no guarantee of continued employee exists.

ESSENTIAL FUNCTIONS:

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

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	L	During special events or other planned activities impacting service, provides RT outreach at bus stops and key light rail station locations by providing a leadership presence to assist passengers with various detailed wayfinding matters including guidance related to the use of RT’s system, directions, purchasing tickets through the specialized automated fare vending system including both fare vending machines and RT’s specialized mobile fare app, boarding and ridership processes, and other advocacy/assistance related to RT transit services. May provide detailed information regarding service, including District procedures related to system changes and	90%



		service disruptions, bus bridges, light rail system interruptions and emergency situations. Maintains safe flow of patrons during special events at bus stops, light rail stations and on RT vehicles. Provides assistance to large groups and passengers with special needs and may assist with distributing promotional materials as requested. Maintains a courteous and friendly demeanor during all interactions. May also provide marketing/advertising assistance with new programs launches, blitzes, etc. that are held at specific remote locations such as bus stops/light rail stations or specific other locations within RT’s geographic footprint. Serves as a lead to other event attendants in a specific area.	
2	L	Attend information/training sessions associated with upcoming events, District policy changes, route changes, etc. May assist in the promotional preparation, presentation and distribution of materials during RT community or special events.	10%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires the knowledge and ability to read and understand written instructions, basic operational processes, and the routine operation of ticketing machines. Level of knowledge is equivalent to four (4) years of high school or equivalent.
Experience	Three years of previous customer support experience is required. Previous District experience in an operations role is highly desired.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training and instructing.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education



	is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	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 word format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Must pass a Department of Justice criminal background check.



KNOWLEDGE
<ul style="list-style-type: none">• Previous, RT specific knowledge related to the on-time operation of the District’s light rail and bus systems. Detailed knowledge of Sacramento county location of cities, geography, and prominent landmarks/points of interest and how to navigate through RT’s bus and light rail system to access those locations, landmarks and points of interest.• Strong customer service skills.

SKILLS
<ul style="list-style-type: none">• Specialized equipment specific to work environment.

ABILITIES
<ul style="list-style-type: none">• Comprehend detailed customer requests for information or assistance.• Respond to detailed inquiries and requests regarding fares, frequency of service or schedules, transfers and other RT bus and light rail related services and operations.• Communicate specific/detailed information accurately and effectively to customers.• Maintain an enthusiastic, courteous and tactful manner when with customers.• Work cooperatively with others.• Understand and follow instructions and apply procedures.• Stand for several hours in an outdoor work environment.



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	C	Communicating with customers; observing work site
Sitting	R	At stations; on light rail or bus
Walking	C	Around worksite
Lifting	O	Supplies
Carrying	O	Supplies; paperwork
Pushing/Pulling	O	Equipment; tickets
Reaching	O	For supplies; for tickets
Handling	C	Paperwork; tickets
Fine Dexterity	O	Separating papers, tickets
Kneeling	O	Retrieving items from ground
Crouching	O	Retrieving items from ground
Crawling	N	
Bending	O	Retrieving items from ground
Twisting	O	Retrieving items from ground
Climbing	R	Stairs
Balancing	R	On station landings
Vision	C	Reading; observing work site
Hearing	C	Communicating with public; Communicating via radio/phone with co-workers
Talking	C	Communicating with public; Communicating via radio/phone with co-workers
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Radio/phone, fare vending machines, pencil, paper, clipboard, watch, maps



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	R
Physical Danger or Abuse	R
Other	

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

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

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

PRIMARY WORK LOCATION:

Office Environment		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.