



GCRPC

GOLDEN CRESCENT REGIONAL
PLANNING COMMISSION

OPERATIONS SPECIALIST III

CLASS NO.
561

PAY GRADE
11

SALARY RANGE
\$38,272 - \$50,523

FLSA STATUS
Exempt

GENERAL DESCRIPTION

Performs routine to moderately complex (journey-level) public transportation call center work. Position is considered safety-sensitive and is governed by the Federal Transit Administration (FTA) drug & alcohol testing regulations. Work involves assisting with the oversight, planning, and implementation of customer care, dispatching, and scheduling various public transportation programs. Works under moderate supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Develops and implements coordinated schedules, routes, and manifests.

Operates a mobile radio or similar device to communicate with Public Transportation Services Department.

Enters information into databases, processes letters to staff, and performs other general clerical services.

Collects, logs, and reports disruptions in service or delays.

Assist in the preparation and implementation of call center policies and procedures.

Receives and processes rider applications and payments for services.

Create and maintain activity logs, files, and reports on services.

Attends seminars and workshops as needed and approved.

Performs such other duties as may be assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in customer service, clerical, or administrative support work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Required to pass Pre-Employment Drug Testing; Required to pass a physical examination; Must have no more than one (1) traffic citation for moving violations in the past year and no DWI/DUI convictions in the last seven years.

Knowledge of call center operations and practices and administrative procedures.

Skill in the use of standard office equipment and software.

Ability to respond to public inquiries in a timely manner; to implement administrative procedures; to interpret rules, regulations, policies, and procedures; and to communicate effectively.

By signing below I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.

Name

Date