



# GCRPC

GOLDEN CRESCENT REGIONAL  
PLANNING COMMISSION

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## OPERATIONS SPECIALIST

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**PAY GRADE**

9-11

**SALARY RANGE**

\$34,798 - \$50,523

**FLSA STATUS**

Non-Exempt  
& Exempt

### GENERAL DESCRIPTION

This position is considered safety-sensitive and is governed by the Federal Transit Administration (FTA) drug & alcohol testing regulations. Primary responsibilities include assisting with planning, implementation of passenger care, fleet supervision, and scheduling. 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.
- Perform regular duties during rotational on-call hours.
- Operates a mobile radio or similar device to communicate with operations staff.
- Collects and enters information into databases, processes letters to staff, and performs other general clerical services.
- Prepares and reviews reports of materials used, project cost, employee time, and other special reports.
- May assist in the preparation and implementation of policies and procedures.
- Receives and processes rider applications and payments for services.
- May respond to accident(s) / incident(s) of operations staff, photograph, create and file record report, collect police report, and track maintenance of fleet.
- May oversee and report to operations supervisor on the work of others.
- Coordinates with Safety, Compliance, and Training Specialist to ensure bus operator compliance needs are being met.
- 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