



GCRPC

GOLDEN CRESCENT REGIONAL
PLANNING COMMISSION

PUBLIC TRANSPORTATION SERVICES REPRESENTATIVE

<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
6 - 8	\$14.43 - \$20.99	Non-Exempt

GENERAL DESCRIPTION

This position is considered safety-sensitive and is governed by Federal Transit Administration (FTA) drug & alcohol testing regulations. Performs routine dispatcher work providing external and internal logistic support. Works under minimal to moderate supervision, with minimal latitude for the use of initiative and independent judgment. This position supports the Public Transportation Services Department - Operations Section and will report directly to the Operations Supervisor and/or Operations Manager.

EXAMPLES OF WORK PERFORMED

- Communicate professionally and effectively with the public in person, by telephone, and other agency approved external communication platforms.
- Respond and resolve internal/external general inquiries, rules & regulations, routes, programs, and procedures as they relate to public transportation.
- Perform logistic work to plan, coordinate and resolve operator, vehicle fleet, and client route schedules and reservations.
- Perform regular duties during rotational on-call hours.
- Assist Manager with passenger conduct/concern procedures and policies.
- Maintain client accounts according to specific guidelines and procedures.
- Perform data entry work to create and maintain program activity logs, files, and reports.
- Respond to front line emergency calls and may assist manager in responding to accident/incident events.
- Collect/Distribute fare transactions and maintain transaction records.
- Perform other duties as may be assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

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

KNOWLEDGE, SKILLS, AND ABILITIES

Strong knowledge of the road systems and neighborhoods, and ability to use map/navigation and surveillance software.

Excellent professional and effective communication skills and ability to establish and maintain effective working relationships with others.

Thorough knowledge of agency programs and policies and ability to relay information in a fast-paced environment.

Strong analytical and organizational skills needed to work independently under stress and making time sensitive decisions while responding to high volume calls.

Strong attention to detail to prepare and maintain program records and reports.

Knowledge of computers and the use of standard office equipment and software, including the cash register and credit card machine.

Ability to work under stress and adapt to rapidly changing circumstances.

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