



City of Kingman, Arizona

Classification: Public Transit Operator – Part Time
Department: Public Works
Accountable To: Public Transit Superintendent
Created/Revised Date: October 2015
FLSA Status: Non-Exempt **Salary Grade:** Part Time **Band:** B **EEO4:** 8

GENERAL DESCRIPTION OF POSITION

Operates a public transit vehicle to provide transportation services to citizens.

SUPERVISION RECEIVED

Works under the supervision of the Public Transit Superintendent.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Operates a public transit van, as part of the Public Transit System, transporting passengers from one location to another, as directed by route or request and/or the base radio dispatcher.
- As assigned, coordinates Curb-to-Curb service by dispatching pick-up/drop off locations of passengers.
- Completes a daily vehicle pre/mid/post inspection including oil, fuel and fluid levels, lifts, doors, tires, etc., and records such on a maintenance checklist; reports malfunctions as necessary; cleans and fuels vehicle. Completes and maintains vehicle log book.
- Assists passengers, including the elderly and handicapped, in boarding and exiting the vehicle as necessary.
- Operates the wheelchair lift for riders unable to use the stairs.
- Transports passenger equipment including oxygen tanks, wheelchairs and bicycles. Secures equipment and bicycles to various tie-down systems.
- Operates two-way radio system or cell phone to update dispatcher and receive instructions as to future stop locations for either loading or departing passengers.
- Collects fare from passengers and accurately completes corresponding paperwork for each fare. Checks passenger passes to confirm they are valid and current. Transports collected fares to Transit Office daily.
- Provides information regarding the City's Public Transit services and provides excellent customer relationships.
- Logs all stops on log sheet, and prepares accident reports and various other reports required by federal and/or state regulations.
- May respond to medical situations and administer first aid in emergency situations, including proper cleanup and disposal. Notifies 911 for emergency medical response as necessary.
- Monitors and assesses activities of patrons to identify inappropriate, unsafe or Inappropriate behavior; tactfully advises of rules and resolves the issue with individual(s) involved; notifies the police department to respond if inappropriate activity escalates and/or may become dangerous, unsafe to patrons and self.
- May be assigned to the dispatch office, to receive telephone inquiries, and utilize computerized dispatch systems (i.e., reservations, complaints, inquiries, etc.) and dispatching drivers to deviated stops.

- Fuels transit vehicles daily at end of shift.
- Performs all duties in conformance to appropriate safety and security standards.
- Assists with training and cross-training of other Public Transit Operators.
- Provides back-up assistance and support to other drivers due to disabled equipment, absences and as needed.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Provides excellent customer service to all contacts.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, or weekends as scheduled.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

PERIPHERAL DUTIES:

- Performs related duties as required.
- Performs special assignments as requested.
- May serve on a variety of employee committees.

DESIRED MINIMUM QUALIFICATIONS:

Education and experience:

Graduation from high school or GED equivalent.
 CDL, minimum class C with “P” passenger or “B” bus or higher endorsement.
 One (1) year experience in the operation of a transit bus or passenger van.
 Experience transporting or working with elderly and disabled persons preferred.
 Any combination of experience and training which demonstrates the knowledge and experience to perform the work.

Necessary Knowledge, Skills and Abilities:

Knowledge:

Working knowledge of CPR, and basic first aid procedures; Traffic laws and safety requirements involved in the operation of a public transit van; Geography and street layout of the Greater Kingman Area; Operation of transit vehicles, wheelchair lifts, safety equipment and fueling systems; and Hazards of equipment operation and of appropriate safety precautions.

Skills:

Skill in the care and operation of assigned equipment; Identifying maintenance needs and mechanical problems and refers for repair; Following and maintaining safety standards, and identifying safety problems; Promoting and adhering to safe work practices; Establishing and maintaining effective working relationships with co-workers and the public; Communicating effectively verbally and in writing; Troubleshooting problems; Maintaining and handling applicable equipment; Utilizing mechanical apparatus; Preparing and maintaining clear and accurate records, logs and reports; Working in a team environment; Providing customer service; and Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Abilities:

Ability to safely and effectively operate assigned vehicle continuously over an assigned route, and to arrive at designated bus stops based on the system’s time schedule; Assist the elderly and persons with disabilities; Provide courteous customer service to the public at all times; Use appropriate tact and consideration in dealing with customer complaints and questions; Understand and follow oral and written instructions; Operate a two-way radio system or cell phone with hands-free technology (i.e., Bluetooth); Establish and maintain effective working relationships with employees, supervisors, and the public; Effectively respond to emergencies on and around the transit vehicle; Exercise mature judgment to appropriately assess need to contact emergency response; Work varied hours, days and shifts and be able to cover shifts when necessary; Perform routine custodial/maintenance activities and manual labor to maintain cleanliness of vehicle and bus stop equipment/area. Work independently, and as a team, to complete daily activities according to work

schedule/route; Use equipment tools properly and safely; and Ensure the safety and well-being of patrons utilizing the City's transit services.

SPECIAL REQUIREMENTS

- Possession of or ability to obtain and maintain a valid Arizona Commercial Driver's License (CDL), minimum of Class C, with "P" or "B" endorsement, driver's license and
- An excellent driving record.
- Applicants will be required to undergo drug and alcohol testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment **in accordance with the City of Kingman Substance Abuse policy**. And the FTA "Safety Sensitive" classifications.
- Based on assignment, may be required to participate and obtain NIMS (National Incident Management System) training certifications.

WORK ENVIRONMENT

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES:

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER:

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 of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF:

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek

reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____