

**PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA)
POSITION DESCRIPTION**

Position Title: Operations Coordinator **Category: Safety Sensitive**
Department: Operations **Revision Date: 07/27/16**
FLSA Status: Non-Exempt Pay: Hourly/N8 **Reports to: Operations Manager**

JOB RESPONSIBILITIES (Performs other related duties as assigned.)

Under general supervision, acts as customer service representative and performs a variety of clerical and administrative work to support Operations management. Communicates information; inputs and manages data and information using computer, verifies information and assists in the administration of standard operating policies and procedures. Performs essential functions of vehicle operator (driver) as assigned. Promotes positive image of PARTA by providing customer-oriented service. Performs work safely; follows safety work rules, guidelines and procedures and exercises maximum care and good judgment to prevent injury and accidents from occurring.

ESSENTIAL FUNCTIONS OF THE POSITION

Acts as a customer service representative for PARTA by answering phones, providing information, answering questions, directing calls, and scheduling rides in a courteous and friendly manner. Demonstrates regular and predictable attendance.

Provides information and responds to questions. Explains services, such as fixed route, door-to-door and contract services; identifies locations of bus stops and explains routes. Evaluates and handles customer inquiries with sensitivity and makes suggestions as to best course of action; takes complaints in writing and completes complaint form. Refers non-routine complaints or problems to supervisor or appropriate department.

Records customer information and schedules transportation using computer software. Enters data into various computer software programs and uses software programs to schedule rides, enter and monitor payroll and operational data and information, and produce reports and manage information and data. Completes reports and logs on a daily, weekly, or monthly basis or as required; maintains files.

Supports Operations management by scheduling appointments, assisting with routine and special assignments, maintaining supplies and other stock items, and may work as a backup for scheduling and dispatch. Coordinates with other departments such as Maintenance, Human Resources, Accounting, Marketing, and Administration.

Assists with driver bids; maintains various databases using computer software; prepares purchase orders; maintains ADA binder; prepares correspondence and other documents; retrieves and saves video recordings on computer and DVD; schedules SATS semester subscription rides and updates as needed; notifies and confirms SATS subscriptions with passengers; scans and maintains documents as required.

Obtains and maintains state of Ohio Class B Commercial Drivers License with passenger endorsement, operates any *PARTA* vehicle, and performs essential functions of vehicle operator (driver) position; participates in cross-training programs; meets goals and objectives as set out in performance review as well as other assigned duties.

In all work activities, takes proactive approach to completing tasks to ensure timely and efficient service delivery. Adjusts to changing situations and operations as they are occurring; handles multiple tasks and priorities simultaneously; communicates effectively both orally and in writing, and maintains effective working relationships with a variety of work-related contacts. Maintains a high level of confidentiality.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as assigned. Participates in safety meetings, training and retraining exercises and other meetings as required. Serves on other committees as needed.

MINIMUM QUALIFICATIONS

- A. Completion of secondary education (High School or GED).
- B. 18 years of age and two years verifiable driving experience.
- C. Valid State of Ohio Driver's License with no more than 2 points.
- D. Successful completion of post-offer Department of Transportation (DOT) medical examination.
- E. Successful completion of pre-employment DOT drug screen.
- F. Successful completion of previous employment verification and criminal background investigation.
- G. Remain insurable under the employer's vehicle insurance plan.
- H. Experience that demonstrates possession of or ability to acquire the following knowledge, skills and abilities:

Knowledge of: customer service and working with the public in a courteous and friendly manner; of transit operations and scheduling transportation, including transit software; of employer policies, procedures, and services; and of the Portage County area.

Skill in: operation of listed tools and equipment, supplemented by data entry skills and experience, and proficiency using Microsoft computer software for word processing, spreadsheet and database applications; experience using transit-specific applications such as Trapeze preferred.

Ability to: communicate effectively both orally and in writing, and to maintain effective working relationships with a variety of work-related contacts; answer inquiries from the public in a respectful, tactful, courteous, effective, and professional manner; perform computer-aided scheduling; operate communication equipment and telephone switchboard; use a computer keyboard by touch; type accurately, neatly, and rapidly; use various computer software programs proficiently to enter, modify and manage data and information; adjust to changing situations and operations as they are occurring; handle multiple tasks and priorities simultaneously; comprehend and accurately give directions

from a map; develop a working knowledge of layout of county streets, major businesses and emergency facilities; retain, understand and carry out oral and written directions; keep accurate records; read and interpret policies, procedures, and contractual provisions as they relate to service delivery.

LICENSURE OR CERTIFICATION REQUIREMENTS

- A) Valid State of Ohio Driver's License with no more than two points required at time of hire.
- B) Successful completion of previous employment verification and criminal background investigation.
- C) Successful completion of post-offer Department of Transportation (DOT) medical examination including drug screen prior to hire is required. In addition, the employee must continue to meet driver fitness standards, as determined by periodic DOT medical examination.
- D) Successful completion of requirements to obtain Class B Commercial Driver's License with passenger endorsement, as required.

TOOLS AND EQUIPMENT USED

Operates tools and equipment including but not limited to: personal computer and related hardware and software, including word processing, spreadsheet, geographic information system, transit operations and communication software; and data management software; PDA, scanner and other related office technology; typewriter, 10-key calculator; telephone; cellular phone; copy machine; fax machine; audio/visual equipment and related components. Operates tools and equipment listed in Vehicle Operator (driver) position description.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In accordance with the U.S. Department of Labor Physical Demands Strength Rating, this is considered Light-Work – exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

However, when performing Vehicle Operator/Driver job duties, this is considered Medium Work – exerting 20-50 pounds or force occasionally, and/or 10-25 pounds or force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Refer to vehicle operator/driver position description for a full list of physical demands.

WORK ENVIRONMENT

The work environment characteristics described here 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.

The working environment involves exposure to conditions generally found in an office setting, in addition to conditions associated with operating buses and other motor vehicles. The employee may move, lift, and/or retrieve items of standard office use, such as paper by the ream or box, file record storage boxes and office equipment.

ADDITIONAL INFORMATION

The employee may be required to wear employer-issued uniforms. The employee may be required to work evening and/or weekend hours in addition to a 40-hour work week.

The employee will be subject to random drug and alcohol testing throughout their period of employment and is required to comply with the employer's Drug and Alcohol Policy.

Selection shall be based on ability to meet those job qualifications specified in the job description. This shall be determined from information received through the job application, resume, interview and references and may include job-related testing. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

PARTA has established the goal of 100 percent drug and alcohol free workplace. Applicants will be required to undergo pre-employment drug testing and may be subject to further urine and alcohol testing throughout their period of employment.

“PARTA does not discriminate in provision of services or employment because of handicap/disability, race, color, creed, national origin, sex or age.”