



Class Summary

The responsibilities of this classification include providing first line supervision communicating and coordinating immediate response to transit and public emergencies to restore transit service or prevent service interruptions.

Distinguishing Characteristics

This is one of four classifications (Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor and Transit Instructor) that comprise first line supervisors of transit operations. Work involves assessing emergency situations and operational problems to determine and implement appropriate, practical and immediate responses. Work includes operating two-way computer data radio system, telephone and electronic coach tracking systems, and requesting and coordinating assistance of appropriate internal and external staff and response agencies. Work requires concentration and the ability to handle multiple incidents professionally in stressful situations. Work also requires compliance with all applicable federally mandated safety-sensitive requirements. Incumbents may rotate assignments among other first line supervisory classifications in compliance with established procedures and negotiated agreements.

Examples of Duties (May vary by position)

1. Operate computer data radio and vehicle location systems to coordinate and monitor transit operations.
2. Respond to emergency alarms and direct service supervisor, police, fire, safety officers and media relations to the scene of emergency or problem areas.
3. Provide Transit Operators information on response actions and protocols as well as routine operating regulations/procedures, fares, transfers and schedules.
4. Maintain accurate written or automated information of all activities on the shift.
5. Maintain familiarity with service routes and schedules to coordinate necessary actions regarding schedule delays, power outages, reroutes, special event routing and similar special circumstances.
6. Perform other duties as assigned.

Knowledge/Skills

Knowledge of all transit operations and transit vehicle operating policies and procedures

Knowledge of transit routes and schedules

Knowledge of base procedures, vehicle maintenance, facilities and power distribution operation and support guidelines

Knowledge of City, County and Transit Division disaster preparedness, notification and emergency operations and procedures

Knowledge of jurisdictional boundaries and appropriate law enforcement agencies, fire districts and related first responders

Knowledge of applicable federally mandated safety-sensitive requirements and security procedures and protocols

Knowledge of and skill in the use of all applicable vehicle locator, communications and automated applications and systems

Communication skills

Customer service skills

Critical thinking skills

Computer skills

Skill in handling multiple competing priorities

Skill in handling stressful situations effectively

Skill in monitoring and coordinating the response of Transit Operators

Skill in decision making that affects the safety and security of customers and employees, and transit operations

Skill in basic mathematics

Skill in working with a variety of individuals from diverse backgrounds

Skill in establishing and maintaining effective working relationships

Licensing, Certification and Other Requirements

Washington State Driver License

Must pass a post-offer, pre-employment physical examination

Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S. Department of Transportation, 49 CFR Parts 40 and 655

Willingness and availability to work different shifts on weekdays, nights, weekends and holidays

Work requires mandatory overtime during adverse weather conditions and disasters that require activation of the Emergency Operations Center or Transit Division Operations Center

This is a classification specification and not an individualized job description. Additional minimum qualifications may be established for individual positions based on business needs and are specified in position announcements as appropriate.

FLSA Designation	Non-Exempt
Service Status	Career Service
Levels Within Series	Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor, Transit Instructor
Class History	Updated 10/2010 Updated Description Changed Title: Communications Coordinator