



Class Summary

The responsibilities of this classification include performing varied operational and administrative functions and managing related systems required to support transit operations.

Distinguishing Characteristics

This is a standalone classification. Work involves managing and performing operational processes required for operator route picks, first line supervisor assignment picks, operator work assignments, employee training and labor contract compliance, and maintaining the automated systems associated with these processes. Work includes coordinating with other transit staff in designing operator work assignments that meet changing business needs and negotiated agreements. Work is performed independently under the general supervision of a higher-level supervisor.

Examples of Duties (May vary by position)

1. Plan and conduct full-time and part-time Transit Operator picks utilizing automated computer systems and applications.
2. Run and validate payroll transfer between automated systems each pay period; coordinate base assignments for system board operators; update associated records and data in automated systems.
3. Collect and analyze current and historical data to assist transit operations in developing strategies to determine staffing and training needs; manage and distribute assignments for newly hired, part-time Transit Operators.
4. Manage first line supervisor assignment picks; manage bi-weekly assignments for Base Dispatchers that include relief picks and overtime assignments; process reported overtime and post updated overtime lists.
5. Develop methods to improve automated systems, applications and functionality to better support transit operations; test system customizations, upgrades and new releases; test and support peripheral systems and applications.
6. Design, schedule and conduct base operations training program for first line supervisors; train supervisors on use of automated support systems, transit procedures and requirements of negotiated agreements.
7. Troubleshoot and resolve user encountered system problems and breakdowns; coordinate with technical staff as required.
8. Represent transit operations on special projects and provide expertise in operational procedures and requirements of negotiated agreements.
9. Perform other duties as assigned.

Knowledge/Skills

Knowledge of transit operations, operating policies and procedures

Knowledge of the requirements of applicable negotiated agreements

Knowledge of applicable automated systems and applications
 Knowledge of adult education and training principles, practices and techniques
 Communication skills
 Customer service skills
 Interpersonal skills
 Skill in mathematics and statistical calculations
 Skill in entering and extracting information from automated information systems
 Skill in training and providing technical assistance
 Skill in handling multiple competing priorities
 Skill in working with a variety of individuals from diverse backgrounds
 Skill in establishing and maintaining effective working relationships

Licensing, Certification and Other Requirements

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

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	Exempt
Service Status	Career Service
Levels within same series	None
Class History	Updated 10/2010 Updated description, changed format Changed Title: OSS Coordinator