



Class Summary

The responsibilities of this classification include the safe, secure and efficient operation of all forms of transit coaches and providing professional customer service to transport the public.

Distinguishing Characteristics

This is the second in a two-level Transit Operator series and is the established classification for Operator positions. Incumbents in this classification operate coaches on assigned routes ensuring safe, secure, comfortable, efficient and courteous transportation service in adherence to published service schedules. Work involves providing route and passenger information, and actively promoting positive customer relations; maintaining passenger order and safety; reporting equipment problems and safety issues; ensuring appropriate fare payment; and complying with all traffic laws and regulations. Work requires compliance with all applicable federally mandated safety-sensitive requirements.

Examples of Duties (May vary by position)

1. Operate various transit vehicles in complex urban, suburban and rural environments in wide ranging weather conditions; operate vehicles in adverse weather conditions or in emergency situations; operate specialized transportation equipment and allied systems.
2. Represent the County in a highly professional manner in all customer and public contacts; provide service and fare information, collect fares and issue transfers/passes.
3. Provide service for special needs customers in compliance with Americans with Disabilities Act (ADA) requirements; operates passenger lift and kneeler; assist passengers and properly secure wheelchairs; announces stops and points of interest.
4. Handle emergency, critical or hazardous situations calmly and effectively in accordance with written procedures; prepare required incident and accident reports.
5. Assess, evaluate and provide feedback regarding transit operations, service and equipment to other departments within the agency; provide varied information as requested to a diverse riding public.
6. Operate and monitor onboard bus technology including automated fare processing, radio communications, surveillance and related systems; respond to information generated as appropriate and required.
7. Instruct other Operators in route qualifications; instruct and evaluate new hires.
8. Perform other duties as assigned.

Knowledge/Skills

Upon completion of the Transit Operator training program, incumbent will have:

Knowledge of federal, Washington State and local laws and regulations relating to the operation of passenger-carrying motor vehicles equipped with air brakes

Knowledge of transit operations, policies and procedures

Knowledge of route assignment and service area; fundamental knowledge of route systems and agency service territory

Knowledge of the safe and efficient operation of assigned transit vehicles

Knowledge of allied equipment and systems
 Driving skills
 Communication skills
 Customer service skills
 Skill in basic mathematics
 Skill in safely operating public transit vehicles
 Skill in working with a variety of individuals from diverse backgrounds
 Skill in establishing and maintaining effective working relationships
 Skill in making decisions in emergency situations
 Skill in effectively handling multiple competing priorities

Licensing, Certification and Other Requirements

Washington State Driver License

Commercial Driver License, class B, with passenger and air brake endorsement

Must pass a physical examination in accordance with the U. S. Motor Carrier Safety Regulations parts 391-41 to 391-49

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 on various shifts on weekdays, nights, weekends and holidays

Full-time positions typically operate on variable assignments that may include working nights, holidays, weekdays, weekends and split shifts for 8-13 hours daily or longer due to emergencies.

Part-time positions typically operate on a fixed assignment that consists of working weekday commuter hours anywhere from 2½ hours to more than 6 hours daily.

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 same series	Transit Operator Trainee, Transit Operator
Class History	Created 11/1996
	Updated 2/2003
	Updated 1/2008 Changed font and format
	Updated 10/2010 Updated Description