

## TRANSPORTATION ASSISTANT II - OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for inspecting, monitoring, and reviewing the performance and effectiveness of fixed route bus services and related transit support programs as per contractual agreements between Transportation and the specific carriers. Work also involves receiving and investigating complaints and providing information to public regarding resolution as well as to relay information about other transportation services. This class differs from Transportation Assistant I - Operations in that assignments involve complex review and assessment of data, and the performance of compliance evaluations of operating authorities. Supervision may be exercised over subordinate personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Conducts inspections of the facilities and services of transportation companies, agencies and authorities operating in the County to assess compliance with established standards of performance and contractual arrangements;

Reviews practices, procedures and proposals of transportation companies, agencies and authorities to assess conformance with established standards and overall objectives of the department;

Observes and analyzes schedules, service patterns, equipment manipulation and run assignments to recommend ways to improve service and reduce costs consistent with public utilization, demand and greater economic efficiency;

May maintain the transportation database which contains transit-scheduling information; ensures that information is accurate and up-to-date;

Maintains liaison with vendors of various transportation companies and members of the transportation community to support the regional transportation database, ensuring that updates meet format requirements;

Investigates complaints relating to transportation services; provides information to the public regarding problem resolution as well as other transportation services;

Assists in the development and maintenance of the automated telephone information system;

Assembles data by means of field surveys and the study of pertinent records and documents;

Assists in the development of recommendations for changes or improvements in transportation operations and practices based on facts obtained from field surveys and other sources;

Prepares written reports of findings and recommendations and makes oral presentations;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Prepares work assignments for Transportation Filed Inspectors, reviews their performance, transports them to inspection sites and ensures satisfactory completion of their assignments;

Assists in monitoring the communications systems of transportation operating enterprises in order to notify local officials and the media of all major disruptions of service;

Assists in drafting bid documents and specifications for the purchase of various transportation services;

Researches serious complaints and prepares reports recommending action;

Assists in the analysis of the expenditures of transportation providers and identifies variances from approved budgetary levels and processes claims for payment to providers;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of departmental policies, objectives and procedures as they relate to transportation services, paratransit services, and programs; knowledge of public transportation systems, operating principles and practices; familiarity with the routes and services of all public transportation systems within the County of Westchester; ability to gather and analyze pertinent data; ability to identify critical factors and propose realistic solutions; ability to prepare detailed written reports; ability to support recommendations both orally and in writing; ability to establish and maintain effective working relationships; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; dependability; integrity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either: (a) four years of experience in transit operations as a bus driver, bus dispatcher, bus supervisor or a closely related title, or in a staff position with a private or public bus company, authority or agency; or (b) Bachelor's Degree\* in Transportation Planning, Transportation Engineering, Urban or Regional Planning, or closely related field in transportation; or (c) Bachelor's Degree\* and two years of experience as described in (a).

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree\* in Transportation Planning, Transportation Engineering, Urban or Regional Planning may be substituted on a year for year basis for the above required experience.

NOTE#1: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

NOTE #2: Certain assignments made to employees in this class will require reasonable access to transportation to meet fieldwork requirements made in the ordinary course of business in a timely and efficient manner.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.