

## 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. When employed in the Department of Health, the incumbent is assigned these responsibilities as they relate to school bus transportation services for children with special needs. 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)

### General duties:

Conducts inspections of the facilities and services of transportation companies operating under contract with the County to assess compliance with established standards of performance and contractual arrangements;

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

Observes and analyzes schedules, service patterns, equipment and run assignments to determine operating efficiency;

May utilize the scheduling database to ensure 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 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;

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 companies in order to notify local officials and the media of all major disruptions of service;

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

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

Researches complaints and prepares reports recommending action;

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

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.

When assigned to the Department of Health:

Works independently, or in conjunction with the transportation company staff, to locate safe school bus stops for preschoolers;

Acts as an intermediary between the transportation company and the preschool program to resolve disputes regarding school bus service procedures;

Conducts inspections of companies operating under contract with the County to ensure each student is transported in the add-on restraint seat appropriate for his/her individual size and weight, and that each restraint is properly installed and in good working condition.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of departmental policies, objectives and procedures as they relate to transportation services, paratransit services, and programs; good knowledge of transportation regulations as they relate to school buses; 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 five years of experience in transit operations as a bus driver, bus dispatcher, bus supervisor, information assistant or a closely related title, or in a staff position with a private or public bus company, authority or agency.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Bachelor's Degree\* may be substituted on a year for year basis for up to four years of the required experience. Satisfactory completion of a Master's Degree\* in Transportation Planning, Transportation Engineering, Urban or Regional Planning may also be substituted for all of the required experience as defined in (a).

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

SPECIAL REQUIREMENTS: Possess and maintain a valid license to operate a motor vehicle in the State of New York while in the title.