



July 2023
FLSA: Non-Exempt
Grade: 31
Salary Range: \$50,667 – \$66,675

OPERATIONS SUPPORT SPECIALIST

DEFINITION

Under general supervision, manages the flow of the workplace and the day-to-day operational activities of the District's transit services; performs basic administrative duties to support the transit operation; analyzes transit operations and identifies customer needs to better fulfill customer demands; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey level classification is responsible for independently performing administrative duties in support of transit operations. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Answers and responds to customer service inquiries.
- Performs general office duties including copying, scanning, filing, reporting, and entering data, including timekeeping and manifests, incident reports, and surveys.
- Prepares, reviews, and issues daily, weekly, and monthly reports from paratransit scheduling software and information systems; assists with paratransit eligibility process.
- Monitors and updates fuel logs and records; monitors and reports on the Automatic Vehicle Locator and real time system.
- Reviews transit and fleet data management including miles and hours and updates data for accuracy.
- Updates display boards and prepares notifications for buses and offices.
- Prepares and issues supply orders.
- Creates documentation for and assists with the training of dispatchers and operations support staff; assists in logbook training; tracks employee training, policy acknowledgments, and testing.
- Serves on the Safety Committee as secretary.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Public transportation and operation of buses.
- Procurement policies, standard federal and state policies and requirements, and basic accounting and bookkeeping methods.
- Clerical procedures and methods related to filing and documentation.
- Interpersonal communication skills and telephone etiquette.
- General transit system administrative processes.
- Applicable federal, state, and local laws, codes, and regulations including District functions, policies, and rules.
- Principles and procedures of recordkeeping and reporting.
- Intermediate level mathematics including addition, subtraction, multiplication, division, percentages, and decimals.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Research, compile, and summarize data for information materials.
- Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and related documentation.
- Maintain accurate records and files and perform data entry with attention to detail.
- Maintain confidentiality.
- Resolve issues and problems.
- Make routine decisions and seek supervisory input for non-standard decisions.
- Demonstrate analytic abilities in complex areas.
- Learn District operations, programs, policies, procedures, and the functions of the assigned office.
- Perform assigned administrative support functions with speed and accuracy under time pressure.
- Perform basic mathematical calculations.
- Understand and explain District and department policies and procedures.
- Research and compile data and information and apply analytical skills.
- Prepare concise and effective written communications.
- Manage multiple projects and operations simultaneously.
- Lead or assist others with skill development and training.
- Lead or help others on project or program team.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Three (3) years of experience as a transit dispatcher, transit operator, administrative support, or related position in a transit agency.

Licenses and Certifications:

- Possession of a valid California or Nevada Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.