



CITY OF POCA TELLO

CLASSIFICATION SPECIFICATION

Transit Clerk - vacant

Department: Transit	Reports to: Operations Supervisor	Pay Grade: H02
Date Established: 3/2014	Date Revised: 12/2017	FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Transit Dispatcher sells tickets, provides information to riders on the City Transit system and affiliated regional bus systems and operates freight receiving and shipping service. The job includes frequent and detailed customer service to ensure passengers are served in a timely, reliable, and safe manner.

Transit Dispatchers may be assigned additional and/or alternate duties in administration, dispatch, customer service, ticketing, and freight operations.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment is a Department transit and freight station environment that may include exposure to weather conditions and traffic hazards. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Sells tickets and provides information and schedules to passengers on the City Transit and affiliated (Greyhound and Salt Lake Express) regional bus systems. Operates freight receiving and shipping service.

Collects daily fares from Transit system buses. Reconciles fare receipts to ticket sales. Transports and deposits cash receipts to City Hall. Collects and reconciles weekly fares from Salt Lake Express regional bus system.

Bills to purchasers of bulk tickets, passes, and ticket books; reconciles receipts and balances accounts.

Answers questions and inquiries from passengers and provides fare and route information, schedules, transfers, and maps. Promotes positive passenger experience.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Methods, techniques, and objectives of the operation of a transit station, including ticket sales, freight shipping and receiving, and providing passenger information including fares, scheduling, and related information;
- Basic cash handling, bookkeeping, and accounting procedures;
- Customer service methods, techniques, and objectives;
- Transit routes, schedules, fares, and related passenger information;
- Americans with Disabilities Act (ADA) and other applicable federal, state, and local statutes and regulations

- affecting the providing of transportation to the public;
- Federal regulations and City policies regarding safe work practices relating to operating public transportation vehicles;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Operate a bus transit station including, but not limited to, ticket sales, freight shipping and receiving, and customer service to ensure passengers are served in a timely, reliable, and safe manner;
- Perform cash handling, bookkeeping, and basic accounting functions;
- Provide efficient customer service;
- Operate basic office equipment;
- Operate a personal computer and job-related software and applications;
- Operate a two-way radio;
- Read and interpret maps and schedules;
- Maintain ticket sale and freight records, logs, and documentation;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;
- Idaho driver's license required;
- One (1) year of customer service experience is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard or type, reach with hands and arms, and operate a motor vehicle or job-related equipment. The employee must occasionally lift and/or move up to 60 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.