

Ventura County Transportation Commission  
Job Description

## **Transit Specialist**

### **Definition**

Under general supervision, assists in the planning and organizing of bus transit programs; coordinates program services; monitors service quality; surveys patrons; and does related work as required.

### **Distinguishing Characteristics**

This single-position classification reports to a department head and is characterized by its independent responsibility for assisting in the coordination of transit services. It is distinguished from the next higher-level manager classification in that the latter has primary responsibility for the programs.

### **Typical and Important Duties**

Duties may include, but are not limited to, the following:

- Assists in the coordination, planning, and implementation of bus services including service changes and schedule modifications; review of route performance, including on-time performance, ridership trends and fare revenues; prepares, posts and distributes rider alerts about schedule changes, fare changes, and other service notices.
- Monitors service quality, including handling escalated customer complaints and comments; follow up with contract operator(s) regarding passenger complaint investigation; monitors transit operation and performance through field monitoring as well as through ITS technologies, such as, "Nextbus" and CAD/AVL (dispatching programs); surveys riders and provides onboard trip counts; tabulates formal feedback and survey responses, and makes recommendations for change or adjustment; monitors delivery of bus services, including participation in "ghost rider" program.
- Assists with overseeing the cooperative agreements with local and regional government agencies and colleges and universities.
- Assists with overseeing bus contractor operations and performance, including tracking of contract deficiencies, updating service agreements and general contract administration; validates farebox and ridership data; receives, reviews, and prepares monthly bills and service data for final approval; assists with the preparation of transit operations budgets; works with service providers to resolve revenue or billing discrepancies.
- Compiles and prepares reports and statistical data regarding services, such as to the Federal Transportation Administration (NTD/DOT), the State of California and other local and regional agency reporting commitments; prepares monthly, quarterly and annual service reports for approval.

- Serves as staff to the local advisory and citizen committees and councils related to the transit community concerns; prepares agendas, staff reports, presentations and other documents; provides research, statistics, and other data about services.
- Represents the Agency in meetings with other governmental agencies; makes presentations before commissions, boards, professional organizations, business organizations, community organizations, and the general public.
- Develops and administers program budget and tracks and reviews expenditures.
- Performs related duties and responsibilities as assigned.

### **Experience and Training**

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

*Experience:* One year of progressively responsible transit-related experience including routing, schedules, transit planning, and community outreach and coordination.

*Training:* A bachelor's degree from an accredited college or university with major coursework in urban or transportation planning, public administration, political science, public policy, environmental studies, business administration, law, sociology, mathematics, or a related field.

### **Job-Related Qualifications**

*Knowledge of:*

- Transportation needs of the community.
- Principles, techniques, and methods of creating bus schedules.
- Transit planning and demand analysis.
- Survey development, methodology, and analysis.
- Report preparation and recordkeeping techniques.
- State and Federal Transit funding programs and sources.
- Applicable local, state, and federal laws and regulations, including ADA, public contract code and application of California Public Utilities Commission regulations.
- Governmental procurement and contracts management requirements.
- Standard administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Records management principles and practices.
- Budget preparation and coordination.

*Ability to:*

- Assist in or develop appropriate transit schedules to meet community needs.
- Publish and distribute a wide variety of informational pamphlets and bulletins.
- Analyze difficult problems, develop a positive course of action, and follow through on its implementation.
- Demonstrate sound professional judgment, reason logically, and think creatively.

- Research and interpret applicable federal and state rules and regulations as well as Agency policies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Properly interpret and make decisions in accordance with pertinent laws, rules, regulations, and policies.
- Prepare and present clear, effective, and accurate reports, correspondence, policies, procedures, and other oral and written materials.
- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Represent the Agency effectively in contacts with elected and other officials, representatives of other agencies, and the public, occasionally in situations where relations may be difficult or strained.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner following correct Agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

*Skill in:*

- Using a personal computer and associated applications.

### **Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver's license may be required.
- Maintain a satisfactory driving record.

### **Special Requirements**

Essential duties require the following physical skills, abilities, and work environment:

*Physical Skills:* Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit, stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

*Ability to:* Travel to different sites and locations; drive safely to different sites and locations; work protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

*Work Environment:* Mobility to work in a typical office setting and to periodically work in a field setting.

Approved: February 2010  
Revision Dates: December 2009, February 2013  
Former Titles:

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Status:	Non-exempt/Administrative
ADA Review:	
DOT:	No
Physical:	No