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
routings, 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.
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