



COMMUNICATIONS SPECIALIST

JC: OB100
PG: FWIII
FLSA: Non-Exempt

BU: 831 (ATU)
Created: May 2001

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, communicates information regarding train and station operations to staff, passengers and the news media; monitors train movements and communications; acts as liaison between central control and other District departments; and performs related duties as assigned.

CLASS CHARACTERISTICS

The incumbents provide timely and up-to-date information on station and train operations to passengers, staff and the news media; and make public address announcements during revenue service hours. Positions are assigned to a centralized location, from which incumbents can monitor station, train and system status using a variety of electronic equipment. Positions receive and interpret information to determine the flow of communication; prioritize incoming calls and ensure the District complies with public information requests in the Americans with Disabilities Act by providing audio and text information concerning elevator updates and train service.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Monitors the train control display board and radio communications to determine revenue operations status, including train movements, power and equipment status and station activities.
2. Makes timely updated public address announcements concerning train or station operations, delays, incidents, train location, lost items, safety, marketing, and public service concerns.
3. Communicates information to various operations staff concerning passenger flow, incidents, etc., via telephone and intercom systems.
4. Tracks “Ticket Validation Problems” and informs supervisors of the need for technical support and station staffing; informs station agents of the fare collection problems; informs station operations about maintenance work areas impacting train service.
5. Provides backup to the train controller by making the police calls and relays information to operations staff and police staff regarding incidents, possible criminal activities, etc.
6. Prepares audio and text information concerning elevator updates and train service and ensures the

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District complies with public information requests in the Americans with Disabilities Act.

7. Coordinates and establishes bus bridges with other transit agencies in the event of an emergency.
8. Acts as the primary District liaison with the news media to provide information on revenue service and incidents.
9. Communicates passenger information to Station Agents regarding lost and found items or unusual activities; makes pages as directed; reads, interprets and applies District operating procedures in individual situations; maintains logs and records of work performed.
10. Performs Operations Control Center related administrative support functions as needed.

QUALIFICATIONS

Knowledge of:

- Transportation operational principles, procedures, terminology, rules, regulations, and methods
- Communications techniques for use with public address and two-way radio systems
- Basic computer hardware and software products and operating principles
- Personal computer operating systems
- Nature of train, station, and system problems and understanding of how these problems can impact the BART system

Skill/Ability in:

- Analyzing revenue service operations problems, evaluating alternatives and taking appropriate action
- Preparing and maintaining accurate operational logs, records and reports
- Reading, interpreting and applying operational policies and procedures
- Communicating clearly and effectively in writing, using public address or two-way radio equipment
- Operating the computer as a communication tool and applying computer keyboard skills to accurately type a minimum of 25 words per minute
- Exercising sound independent judgment within established guidelines, particularly in emergency or stressful situations
- Working independently and with minimum supervision operating a variety of communication systems
- Establishing and maintaining effective working relationships with those contacted in the course of the work

MINIMUM QUALIFICATIONS

Education:

Possession of a high school diploma, GED or recognized equivalent.

Experience:

Four (4) years of (full-time equivalent) verifiable experience in providing assistance and communicating information to patrons or operating a train, monitoring console and radio communications.

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Other Requirements:

Must be willing to work off-hours shifts, weekends and holidays, and be subject to overtime.

Must be able to work in a confined situation and be able to maintain concentration for extended periods of time.

Must be able to adapt to a changing work environment and master new equipment, procedures and policies.

WORKING CONDITIONS

Environmental Conditions:

Control Center environment; exposure to computer screens and monitors.

Physical Conditions:

Requires maintaining physical condition necessary for sitting for prolonged periods of time.

BART EEO-1 Job Group: 2000 – Foreworkers/Transportation
Census Code: 6200 – First Line Supervisor of Construction/Extr
Safety Sensitive: No