



## STATION AGENT

FC: OB155  
PG: TW-II

PC: 521  
BU: 11  
July 2003

*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, provides passenger information, ensures passenger safety and ensures that station equipment and facilities are operating properly; performs related work as assigned.

### **CLASS CHARACTERISTICS**

Incumbents in this class act as a physical presence in an assigned station during normal revenue service hours. Their overall function is to provide assistance and information to patrons while maintaining an on-site observance to detect problems with station equipment or facilities and make arrangements for corrective action as required. This class is distinguished from Operations Foreworker in that the latter is a supervisory class with responsibility for station operations during an assigned shift.

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

1. Provides information to passengers regarding service, fares, routes, schedules, delays, transfers and other connecting transit services.
2. Provides information regarding points of interest and street locations in the vicinity of the station.
3. Explains the operation of fare machines, elevators and other station equipment.
4. Assists with special problems and services such as handicapped access, bicycle permits, lost tickets, lost and found items, by taking prescribed action.
5. Calms angry or belligerent passengers, determines the nature of the problem, and takes appropriate corrective action.
6. Observes potential safety hazards, places barricades or takes other action and notifies the appropriate District personnel.
7. Takes prescribed action such as administering first aid, evacuating passengers and using a fire extinguisher during emergencies.

## **Station Agent**

Page 2

8. Monitors fare and transfer machines; performs fingertip maintenance on AFC equipment and empties ticket bins and refills transfer supplies to ensure continued operation.
9. Monitors gates, escalators, elevators and other equipment; places signs and barricades on inoperable equipment and notifies the prescribed staff.
10. Opens and closes station at appropriate times; uses a public address system to provide information and instruction.
11. Maintains logs of work activities; completes standard forms to report unusual circumstances and actions; requests supplies; monitors and learns to apply changes in operating and emergency procedures.

## **QUALIFICATIONS**

### **Knowledge of:**

Methods and techniques of dealing effectively with varied groups and individuals under both routine and emergency circumstances.

### **Skill in:**

Interpreting and applying oral and written instructions in a consistent manner.

Dealing with individuals from various socio-economic groups, including the disabled in a tactful, calm and confident manner.

Maintaining accurate and basic records and completing brief forms and reports clearly and accurately.

Working independently and exercising sound judgment in a variety of situations.

Detecting unusual, hazardous or emergency situations and taking appropriate actions within prescribed guidelines.

Learning the policies and applying procedures pertaining to the work, including station operating processes and procedures to follow in unusual or emergency situations.

Performing minor maintenance and adjustment to station equipment.

## **MINIMUM QUALIFICATIONS**

### **Education:**

Possession of a High School diploma, GED or recognized equivalent.

### **Experience:**

Four (4) years of (full-time equivalent) verifiable direct face to face customer service experience involving dealing with diverse and large groups of people.

**Station Agent**

Page 3

**Other Requirements:**

Must obtain and maintain certificates and Station Agent certification as required by the District and/or PUC.

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

Must have sufficient physical capability to stand for a prolonged period of time, sit, walk, bend, stoop, and climb.

Must be able to work in confined spaces.

Must be able to lift materials and supplies weighing up to 30 pounds.

Must possess a valid California driver's license and have a satisfactory driving record.

**WORKING CONDITIONS****Environmental Conditions:**

Station environment; work in confined space; exposure to cold, heat, and noise.

**Physical Conditions:**

Requires maintaining physical condition necessary for standing for a prolonged period of time, sitting, walking, bending, stooping; climbing; and lifting materials and supplies weighing up to 30 lbs.