



TRANSIT INFORMATION TECHNICIAN

FC: CA159

PG: OT

PC: 036

BU: 02 (SEIU)

November 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, performs the more difficult and complex clerical duties associated with operating the District's telephone information center; provides lead direction to Transit Information Clerks; performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class represents the lead clerical class in the Transit Information series. Duties require specialized knowledge and skill in operating the District's electronic telephone and automated transit information systems. The incumbent assists the Transit Information Supervisor in the day-to-day supervision of the transit information center, providing training, motivating, and scheduling of staff, and performs the more difficult work associated with the automated systems.

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

1. Researches and assembles information from a variety of sources to update the transit information databases and assist the Transit Information Clerks in responding to inquiries from the public.
2. Assists the Transit Information Supervisor in planning daily, weekly, and long-term work schedules and projects.
3. Assists the Transit Information Supervisor by collecting timecards, making corrections against attendance reports, handling leave requests and scheduling overtime accordingly in the absence of the Transit Information Supervisor.
4. Assists in training and monitoring the work of Transit Information Clerks; reports to Supervisor any deviation from established procedures that may require correction or disciplinary action.
5. Obtains and relays information from Central Operations Control, other departments and other transit agencies to Transit Information Clerks.
6. Generates specialized reports from the computerized telephone monitoring system.
7. Monitors Automated Call Distributor system to ensure its normal operation.
8. Collects daily management information reports; checks for unusual records and adjusts, as

appropriate, based on documentation provided by Transit Information Clerks.

9. Gathers and compiles information to provide trip planning assistance to customers.
10. Operates electronic switchboard equipment to answer incoming calls, determines the nature of the call and redirects calls as required; answers customer complaints and prepares written report when Supervisor is not available.
11. Provides general information to the public regarding District offices, facilities and staff; provides information regarding District revenue service, including schedules, fares and station schedules and transfers for other transit agencies connecting to District services.
12. Receives calls and provides information to the hearing-impaired using TTY equipment.
13. Obtains and relays information regarding delays or service emergencies; takes telephone requests for informational or promotional materials, obtains the proper address and prepares such materials for mailing.
14. Performs a variety of office support duties such as proofreading transit information schedules and brochures, updating and filing supplies of transit routes and schedules, maps, fare information and other reference materials, responding to written and e-mailed correspondence, maintaining logs of work performed, operating photocopy and other office equipment, and maintaining files and other materials according to an established system.

QUALIFICATIONS

Knowledge of:

Principles and practices of dealing with the public in a tactful and effective manner.

Principles and practices of employee supervision and office management policies and procedures.

Operating principles and practices of electronic telephone equipment.

Standard office practices including filing methods.

Skill in:

Dealing effectively and tactfully with others encountered in the course of the work.

Projecting a courteous, patient, helpful and positive attitude when dealing with callers.

Obtaining information from callers who may be angry or distraught.

Effective oral and written communication skills to receive and convey transit related information clearly and concisely.

Maintaining attention to detail, often in stressful situations.

Memorizing and retaining a large amount of detailed information.

Researching and compiling information.

Composing routine letters and reports as well as routine correspondence from brief instructions.

Reading and interpreting rules, policies and procedures.

Using initiative and sound independent judgment within established guidelines.

Operating standard office equipment including a word processor, personal or on-line computer and centralized telephone equipment.

Providing training and lead direction to others, as directed.

Organizing, prioritizing and coordinating work activities.

Quickly learning a variety of information including District staff and facility locations, service information and information relating to other transit agencies.

MINIMUM QUALIFICATIONS

Education:

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

Experience:

Four (4) years of (full-time equivalent) verifiable experience providing information and directing calls using an electronic telephone system; at least two (2) of this experience must be as a Transit Information Clerk with the District or the equivalent elsewhere.

Other Requirements:

Must be able to type accurately at a speed of 30 net words per minute.

Must be willing to work off-hours shifts as required.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for sitting and talking on a telephone system for prolonged periods of time.