

OPERATIONS COORDINATOR (TRANSIT)

DISTINGUISHING FEATURES OF THE CLASS: This is primarily technical work involving responsibility for coordinating and monitoring the day-to-day bus operations and maintenance services for the County's fixed-route public transportation system. The work is performed under the direct supervision of the Director of Administration and Research and may involve work in the evening and during weekends. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Oversees and coordinates the day-to-day fixed-route public transportation bus operations, including but not limited to supervising maintenance services, investigating and resolving customer complaints, making decisions regarding operations (e.g., canceling services due to inclement weather), etc.;
- Acts as liaison with the County of Rockland's bus operator in order to resolve problems, exchange information, etc.;
- Monitors the operations of the County of Rockland's bus service by investigating consumer complaints, monitoring performance, conducting field investigations, monitoring on-site bus operations, etc.;
- Develops, conducts and participates in emergency planning and transportation response activities;
- Develops guidelines and procedures for the inspection, monitoring and review of the County's public transportation system and bus operator and makes recommendations regarding changes and/or improvements to the transit bus service;
- Reviews and evaluates policies and procedures of the County's bus operator to ensure compliance with federal, New York State, County and departmental requirements;
- Conducts inspections of vehicles, equipment, facilities and records to ensure the compliance with guidelines and regulations and the effectiveness of transportation and maintenance services provided by the County's bus operator, and may provide technical assistance, as needed;
- Develops and conducts transportation field surveys to collect data regarding ridership, on-time performance, maintenance, customer satisfaction, revenue, etc., and prepares reports regarding same;
- Inspects and evaluates services provided by the County's sub-recipient and sponsored transit operators (e.g., Clarkstown Mini-Trans, COACH USA) to ensure compliance with federal, New York State, County, and departmental requirements, and prepares reports regarding same;
- Coordinates and oversees the County's bus shelter program by monitoring on-site operations, overseeing contractors involved in the construction and maintenance of bus shelters, etc., and makes recommendations regarding potential new bus shelters;
- Develops and implements training programs related to policies and procedures of the County's public transportation system (e.g., ADA compliance, transportation route training, driver simulations), as needed;
- Provides recommendations (e.g., installation, placement of equipment, etc.) regarding the development and implementation of the transit system technologies that relate to the County's Fixed Route Intelligent Transportation Systems (ITS);
- Prepares a variety of reports, as required;
- Provides transit-related information to agencies, the media or the general public.

(over)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of public transportation, especially as they apply to the County of Rockland public transportation system; good knowledge of the geography of Rockland County and surrounding counties and related transit systems*; good knowledge of Rockland County public transportation system and services*; good knowledge of the general principles of Fixed Route Intelligent Transportation System (ITS)*; good knowledge of automotive repair methods, terminology and equipment; ability to organize and coordinate projects as they relate to public transportation bus operations and maintenance; ability to establish and maintain cooperative relationships with others, including the general public; ability to communicate effectively, both orally and in writing; ability to understand and interpret written material, especially as it pertains to public transportation regulations and requirements; ability to prepare a variety of reports; ability to use computer software as it applies to public transportation in Rockland County and surrounding areas*.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and seven (7) years of professional or technical (i.e. non-clerical) experience in public transportation bus operations or public transportation bus management, or
2. A Bachelor's degree or higher and three (3) years of professional or technical (i.e. non-clerical) experience in public transportation bus operations or public transportation bus management; or
3. A Master's degree in Transportation Engineering, Transportation Planning, Transportation Management or comparable curriculum and one (1) year of professional or technical (i.e. non-clerical) experience in public transportation bus operations or public transportation bus management.

SPECIAL REQUIREMENT: Possession of a valid Commercial Driver's License (CDL) which must be maintained throughout the course of employment in this title.

*To be demonstrated during the probationary period.