

SENIOR TRANSPORTATION ASSISTANT (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is primarily technical passenger transportation which involves field work that pertains to the gathering and dissemination of transit information to the public. In addition, an incumbent in this title investigates and provides reports regarding passenger complaints. The work is distinguished from that of a Transportation Assistant in the independence of decision-making and the complexity of assignments. Some of the duties performed in this position require the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated in the Note below. The work is performed under the direct supervision of a transportation administrator and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides information to the public in person, by letter or e-mail, or telephone concerning transportation in and around Rockland County as well as between the County and adjacent areas including New York City;

Provides guidance to the public to assist individuals in planning detailed trips, including work commutes;

Promotes public awareness about the County's transportation services and commuting options by meeting with community groups, non-profit organizations, businesses, schools, senior centers, etc. to present information and explain services and answer questions;

Attends public and civic meetings where information about Rockland County's public transportation system and the use thereof must be explained to present and prospective users of services and facilities;

Investigates complaints regarding public transportation services, recommends corrective action, prepares responses to complainants, as needed, and prepares reports regarding complaints;

Implements the client registration process for the County's public transit service (e.g., distribution of reduced-fare cards) and the TRIPS para-transit service;

Maintains a variety of records of client files and complaints;

Provides guidance and instruction to staff regarding basic public transit operations procedures and processes used to prepare and maintain client and complaint records;

Assists with the development and implementation of activities for the Travel Demand Program by providing transit information to the public through the TransitHelp e-mail system as well as recommendations regarding the development of marketing materials and products related to commuting options in Rockland County;

Interviews American Disabilities Act (ADA) applicants and agencies to gather required information regarding an individual's needs and eligibility for the TRIPS para-transit services;

Provides assistance to individuals with special needs by training visually-impaired persons to use public transportation services, conducting familiarization trips for groups, etc.;

May make random checks of transit services contracted by the County for full compliance with terms of the contracts;

May conduct surveys of routes, services and prospective passengers.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the geography of Rockland County and surrounding areas and related transit systems; good knowledge of mass transportation in Rockland County, including commuting options; ability to understand and interpret written materials; ability to communicate effectively both orally and in writing; ability to prepare a variety of reports, especially those that pertain to complaints; ability to follow oral and written instructions; ability to establish and maintain cooperative relations with the general public as well as transportation agencies, especially in handling complaints; ability to provide work guidance to others; ability to use computer software or other automated systems in the completion of assignments*.

(over)

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree in Transportation, Transit Administration, or comparable curriculum and two (2) years of work experience involving substantial public contact**, at least two (2) years of which included duties such as research, trouble-shooting, dispatching, public relations or related, at least one (1) year of which must have been in a public transportation setting; or
2. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and four (4) years of work experience involving substantial public contact**, at least two (2) years of which included duties such as research, trouble-shooting, dispatching, public relations or related, at least one (1) year of which must have been in a public transportation setting; or
3. Graduation from high school or possession of an equivalency diploma and six (6) years of work experience involving substantial public contact**, at least two (2) years of which included duties such as research, trouble-shooting, dispatching, public relations or related, at least one (1) year of which must have been in a public transportation setting.

NOTE: Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

*To be demonstrated during the probationary period.

**Public contact experience is experience that includes contact with clients, customers, or members of the public that involves persuasion, negotiation, counseling, information-gathering, inspecting, disseminating and/or clarifying information, or similar activities. The nature of the contact is such that it requires judgment on the part of the individual in dealing with or responding to another person.

SPECIAL REQUIREMENT: Possession of a valid motor vehicle operator's license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

PROMOTION: Two (2) years of permanent status as a Transportation Assistant or Transportation Assistant (Spanish Speaking).