

## **TRANSPORTATION ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is field and office work in the area of passenger transportation which involves the gathering and dissemination of transit information to the public. In addition, an incumbent in this title investigates and reports on passenger complaints. 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 telephone concerning transportation in and around Rockland County as well as between the County and adjacent areas including New York City;

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;

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

Conducts surveys of routes, services and prospective passengers;

Investigates complaints made to the Commissioner of Public Transportation and recommends corrective action;

Relays instructions, service changes, temporary service alterations such as detours, special fare programs, etc. to drivers and passengers;

Assists in the restoration of normal operation in the field when disruption of service occurs or emergencies arise;

Gives assistance to passengers with special needs in such ways as training visually-impaired persons to use transit services, conducting familiarization trips for groups, etc.;

Gathers information, verifies data for inclusion in maps and timetables, distributes informational materials, etc. in accordance with established procedures;

May pick up and deliver equipment, documents and other materials as needed;

May transport personnel to perform their duties in the field and at work locations when other means of transportation are unavailable.

### **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 various aspects of mass transportation; ability to understand and interpret written materials such as contracts; ability to communicate effectively both orally and in writing; 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.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and four (4) years of work experience involving substantial public contact\*, at least one (1) year of which included duties such as research, trouble-shooting, dispatching, public relations or related.

(over)

**NOTE:**

1. Additional years of the required general experience may be substituted for high school education on a year-for-year basis.
2. Two (2) years of college (minimum of sixty (60) credits) may be substituted for two (2) years of the required general experience.
3. A Bachelor's degree in Transportation, Transit Administration, or comparable curriculum, may be deemed fully qualifying.

\*Public contact experience is experience that includes contact with clients, customers, members of the public that involves persuasion, negotiation, counseling, information-gathering, inspecting, dissemination 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.

**PROMOTION:** One (1) year of permanent status as a Transportation Aide.

**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.