

# Job Description

## Human Resource Use Only

Position Number:

Step/Grade

Effective Date:

Revision Date: 07/2020

### POSITION IDENTIFICATION

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**Position Title:** Transit Second Shift Team Leader  
**Division:** Dept. of Public Infrastructure – Transit Division  
**Status:** Non-Exempt Represented (Union) Full Time  
**Normal Workweek:** Monday through Saturday

### SUPERVISORY RELATIONSHIPS

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**Reports to:** Transit Operations Supervisor  
**Directly Leads** Transit Drivers

### POSITION PURPOSE

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The Transit Team Leader’s primary responsibility is that of a driver; to fill provide safe, efficient, and effective transportation to the general public in an accommodating and pleasant manner. As the Team Leader, this individual will be the key contact and “go-to” person on second shift, providing guidance and direction to the other drivers through the end of the shift. They will keep their teammates on task and be sure they are following proper policies and procedures. The Transit Driver engages in the operation of a motor coach along predetermined, time sensitive routes to provide mobility to patrons within the service district. All drivers are required to possess a valid Commercial Driver's License with proper endorsements. Drivers are responsible for performing all duties in a professional manner, and projecting and maintaining an impeccable public image. Employees are also accountable for performing minor routine maintenance, recording and reporting ridership, maintaining on-board discipline, verifying fares, and cleaning activities as required.

### ESSENTIAL DUTIES

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- Safely operate Transit vehicles under all traffic situations and weather conditions
- Be the key contact person on second shift.
- Provides guidance to drivers.
- Provide New Driver Training of all policies and procedures related to the driver position.
- Provides insight to Operations Supervisor on current issues that arise in his or her absence.
- Responsible for relaying bus information to Operations Supervisor.
- Responsible for inventory at DPW Bus Garage (cleaning supplies, masks, gloves, ice melter, etc.).
- Provide information, instructions and directions to interested parties regarding the transit system and/or local enterprises
- Effectively communicate and positively interact with the public and co-workers
- Ensure that fares, passes, and transfers tendered are correct and valid
- Ensure a pleasant environment for all riders by maintaining discipline and enforcing ridership rules and guidelines
- Offer and provide assistance to disabled passengers
- Safely operate coach lift and kneeling equipment
- Effectively use two-way radio communications
- Demonstrate operational knowledge of emergency equipment and procedures (fire extinguishers, evacuation, etc.)

- Collect and report ridership per run by demographic category via tablet or tabulator
- Record work performed on payroll time sheets to the correct budget and detailed account number
- Inspect vehicles and perform pre-trip protocols before departure, reporting all defects and materials used
- Fuel vehicles and wash Transit vehicles inside and out using bus washing machine, rags, and mops
- Change money cylinders at the end of each day
- Demonstrate familiarity with department policies and procedures
- Demonstrate familiarity with department accident procedures
- Demonstrate familiarity with local, state, and federal ordinances, laws, and rules of the road governing the operation of transit coaches in the State of Wisconsin
- Demonstrate compliance with all Federal, State, and Local Legislation pertaining to the transit industry (Americans with Disabilities Act, etc.)
- Be receptive and available for shift work, weekends, and overtime
- Other related duties as assigned by the Operations Supervisor

### **MINIMUM POSITION QUALIFICATIONS**

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<b>Education:</b>	High School diploma or equivalent. Graduation from an accredited professional driver training school or any combination of experience and training which provides the required knowledge, skills, and abilities as deemed equivalent by management
<b>Experience:</b>	Two years experience in the use of a motor coach or like vehicle under urban driving conditions is preferred. Familiarity with city streets and local areas of interest is desirable.
<b>Certifications/Licenses:</b>	Must possess a valid Class "B-C" Wisconsin Commercial Driver's License (CDL) with a "P" (passenger) endorsement. This position requires that the employee is licensed to operate a vehicle with air brakes and therefore the CDL must be free of an "L" restriction.
<b>Other Requirements:</b>	Pass post-offer physical examination and maintain standards as a condition of employment; pass DOT drug and alcohol test along with continued participation in required consortium protocol

### **KNOWLEDGE, SKILLS, & ABILITIES**

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This position must possess the advanced ability to read and interpret maps; have good interpersonal and public relations skills; possess the skills and abilities to communicate effectively with the public, as well as with co-workers and supervisors, in a concise and understandable fashion. This position must have the ability to handle all conflicts, misunderstandings, and any potentially volatile situations that may occur on the bus in a diplomatic and professional manner; possess a basic level of mathematical skills with a high degree of accuracy; must have the capacity to track and transpose ridership information; collection of the proper types and categories of bus fares; and the ability to apply situational reasoning by exercising good judgment, decisiveness, and creativity in an array of conditions and situations. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus. This position must be able to safely and effectively operate a motor coach under inclement and changing weather conditions.

### **BACKGROUND CHECK**

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Condition of employment

## **PHYSICAL DEMANDS**

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The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Manual Dexterity:** While performing the duties of this job, the employee is regularly required to sit, stand, walk, and use both hands to, steer, handle, touch, grasp, reach with both arms, talk, hear, and see. The employee will be required to climb, balance, stoop, kneel, or crouch.

**Physical Effort:** The employee is occasionally required to lift and/or move up to 50 pounds repeatedly.

**Working Conditions:** While performing the duties of this job, the employee is normally in a motor coach environment, but at times is exposed to extreme outside weather conditions as when shoveling snow or cleaning bus shelters. The noise level is usually moderate; however, on occasion there is exposure to heavier equipment noise levels due to the close proximity to the city repair garage. The duties of this job place employees in constant contact with the public. Drivers must be sensitive to passenger's needs and be able to adapt to the diverse personalities of the passengers they will encounter. Drivers must be able to adapt to a variety of circumstances and situations while operating the coach. They must be able to uphold order and maintain control of their vehicle at all times whether it is dealing with passengers or traffic situations. The employee will be sitting for extended periods of time, generally one half hour to one hour. Depending on the situation, this interval may be longer, up to six or seven hours at a time. Drivers will need to repeatedly traverse the 10" high steps of the bus on a daily basis. In order to execute the essential functions of this position on a daily basis, employees will need to perform many, if not all of the physical demands listed above. This is particularly evident during the securement of wheelchair passengers and the shoveling/removal of snow and ice from the bus shelters and other transit facilities.

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This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.