

## TRANSIT COORDINATOR

### JOB DESCRIPTION

**Classification Responsibilities:** The Transit Coordinator is responsible for planning, monitoring, and maintaining the City's public transit system. This class is responsible for coordinating the planning and development of fixed-routes, demand-response, light rail services, and transit assets (e.g., passenger shelters, transit centers, etc.), in compliance with Americans with Disabilities Act (ADA), Federal Transit Administration (FTA), and other federal requirements, preparing and monitoring the transit program budget, participating in public outreach events and overseeing the City's Clean Air Club and alternative transportation initiatives, including the Ride Choice Program. This class performs related duties as required.

**Operations and Maintenance Assignment:** Duties also include managing operations and maintenance contracts for transit facilities, coordinating lifecycle program for transit assets, maintaining transit asset inventory, developing and posting fixed-route bus detours as needed, reviewing materials for transit service changes and coordinating distribution of material, lead staff person for coordinating approval of transit service agreements, gathering data for department performance measures, and responding to customer inquiries.

**Planning and Policy Assignment:** Duties also include participating in local and regional planning studies and projects for light rail, fixed-route bus and dial-a-ride programs, managing transit grants, interpreting data for department performance measures, lead staff person for maintaining transit web pages, and representing the City on regional transit committees.

**Distinguishing Features:** The Transit Coordinator is supervised by the Transit Services Director who reviews work through reports, conferences, and by results achieved. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Public or Business Administration, Transportation, Urban Studies, or a related field and considerable (3 - 5 years) experience in public transportation planning, operations, or administration, **OR** graduation from an accredited college or university with a Master's Degree in Public or Business Administration, Transportation, Urban Studies or a related field and good (1 - 3 years) experience in public transportation planning, operations, or administration.

**Special Requirements.** Must possess a valid Arizona Class D Driver's License by hire or promotion date.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** None.

## **ESSENTIAL FUNCTIONS**

**Communications:** Communicates with the general public, other City employees, vendors, management, contractors, public officials, staff from other cities, and RPTA staff in order to monitor performance, present policy issues, answer questions, and deal with complaints. Prepares clearly organized written documents such as reports to management and the City Council, correspondence, requests for proposals, transit plans and schedules, and contracts. Makes presentations to citizen groups and organizations regarding local and regional transit services. Provides regular updates on service delivery and regional transit issues. Communicates the City of Mesa's position on transit issues at regional meetings.

**Manual/Physical:** Oversees the implementation of transit contract requirements. Monitors transit contractors (fixed-route, and demand-response) for compliance with agreements and requirements of the FTA and the ADA. Monitors the enforcement of dial-a-ride and ADA paratransit and contract requirements. Operates a motor vehicle requiring a standard Driver's License to monitor on-site contractor transit operations and inspect transit routes, bus stops and facilities. Uses appropriate personal protective equipment (PPE) when in field performing site visits. Attends meetings with other local transit professionals in order to develop and coordinate local and regional transit services. Prepares and updates maps, schedules, and graphs to illustrate reports and plans. Meets scheduling and attendance requirements.

**Mental:** Plans, organizes, and monitors transit service agreements for fixed-route and dial-a-ride service. Prioritizes own work. Resolves procedural and operational problems and citizen complaints by investigating situations and recommending or negotiating solutions. Conducts research and analyzes service performance data to make recommendations for service adjustments. Performs mathematical calculations, statistical computations, and financial and cost analyses. Comprehends and makes inferences from reports, memos, statistical and demographic information, and external reports to analyze contractor performance, explain performance trends and project needs. Learns job-related material through on-the-job training regarding managing multiple projects and working effectively with local and regional staff and elected officials as well as in a classroom setting regarding FTA programs, time management, communication skills, and personal computer software programs.

### **Knowledge and Abilities:**

Knowledge of:

the principles and practices of public transportation administration;  
ADA and FTA regulations and requirements;  
project management, including planning, scheduling, monitoring, and problem solving;  
the process for developing a Transportation Improvement Program;  
procedures for developing a long-range public transportation plan;  
transit program financial analysis and budgeting procedures;  
relationships between land use and transit service;  
Transit Oriented Development;  
the transportation needs of elderly, disabled and other special needs passengers; and  
contract administration involving transit programs.

Ability to:

establish and maintain effective working relationships with City officials, other professionals, contractors, co-workers, and the general public;  
communicate and express ideas effectively, both orally and in writing;  
carry out policy directives in an effective and timely manner;  
negotiate and resolve significant and controversial issues;  
develop transit routes and determine routing, frequency of service and capital requirements;  
address transit needs of citizens;  
manage contractor implementation of City determined policies and procedures;  
maintain a customer service focus on program delivery; and  
operate a personal computer using word processing and spreadsheet programs.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/23

CDP/lr/co

CS4616.DOCX

EEO-Prof

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-ADM

INCREMENTS 62-200

PAY GRADE: 51

SECURITY-No

CDL-No

IND-9410

SWORN-No