

## POSITION DESCRIPTION

Title: ~~Scheduler~~ Customer Service Representative I

Department: Baldwin Regional Area Transit System (BRATS)

Job Analysis: 04/25/01, 09/24/2008 Revised 06/09, 02/11, 09/13, 02/14, 10/19

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### Relationships

Reports To: Scheduling Manager, Assistant Director of Transportation,  
Director of Transportation

Subordinate Staff: None

Internal Contacts: Baldwin County Commission, County Administrator, County  
Engineer, Co-workers

External Contacts: General Public, Business Community

Status: Classified/Non-Exempt (G)

### Job Summary

~~Scheduler~~ Customer Service Representative I's are required to answer all incoming telephone calls and handle them professionally and appropriately. They are required to correctly book all passenger trips by collecting all pertinent data from caller, entering information into computer, assigning trip to a route, and the route to a driver. The information is used to generate trip manifests for each driver for the next day. ~~Scheduler~~ Customer Service Representative I's are responsible for collecting correct data, confirming that each driver knows their schedule for the next day, and receives their manifest. Assists Drivers with questions in regards to diver manifest and other passenger information. Must be willing to perform other duties as deemed necessary by management.

### Job Domains

#### A. Essential Functions

1. Answer all incoming telephone calls and radio calls in a professional manner.
2. Accurately record all incoming calls on Telephone Log.
3. Book all trips for passengers.
4. Communicate clearly and effectively with drivers and general public.

5. Assist Drivers with questions in regards to manifest and other passenger information.
6. Accurately schedule and cancel trips.
7. Generate driver manifests.
8. Promptly forward accurate information to drivers.

### **Knowledge, Skills and Abilities**

1. Skills to communicate effectively, courteously and professional with coworkers and general public.
2. Telephone skills to handle multiple lines at one time.
3. Ability to neatly and accurately maintain telephone logs.
4. Ability to spell common words and names for computer data entry.
5. Ability to multi- task effectively.
6. Ability to communicate effectively and clearly with drivers on dispatch radio.
7. Ability & patience to work with individuals with disabilities.
8. Ability to read maps and accurately direct drivers to addresses.
9. Math skills in order to assist drivers in computing fares.
10. Ability to make decision with in the standards of BRATS policies and guidelines.
11. Computer skills to work accurately and effectively in Excel, Microsoft Word and other current software programs.
12. Able and willing to learn new computer programs when necessary.

### **Other Characteristics**

1. Need to have transportation to work.
2. Must dress in professional manner to meet the public.
3. Must have positive attitude.
4. Handle stressful situations calmly and professionally.
5. Must be able to travel as deemed necessary.
6. Willing to work non-standard hours as necessary.

### **Physical Qualifications**

1. Must have 20/40 vision or better with corrected lenses.

### **Minimum Qualifications**

1. Must have a valid driver's license.
2. Experience with operating computer software programs.
3. Criminal background check authorization required.
4. Pre-employment drug screening, random drug screening and post accident drug and alcohol screenings are required.

## **POSITION DESCRIPTION**

Title: Director of Transportation

Department: Baldwin Regional Area Transit System (BRATS)

Job Analysis: 11/87, Revised 7/95, 5/01, 05/06, 6/09, 02/11, 08/15, 10/19

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: County Administrator

Subordinate Staff: Assistant Director, Scheduling Manager, Driver Supervisors, Schedulers, Dispatcher, Mechanics, Bus Drivers, Bookkeeper, Office Assistants, County Courier Drivers

Internal Contacts: Baldwin County Commission, Elected Officials, County Administrator, County Engineer, Employees of County, Eastern Shore Metropolitan Planning Organization (ESMPO), EMA

External Contacts: General Public, Business Community, Alabama Department of Transportation, Federal Transit Authority, Department of Safety, Insurance Companies, State, Local and County Law Enforcement, Alabama Florida Transportation Planning Organization (AL/FLTPO), Chamber of Commerce's, and Social Service Agencies

Status: Classified/Exempt (EC-9)

### **Job Summary**

Prepares and maintains county and federal budgets yearly for Section 5311 Rural, 5307 Small Urban, 5307 Large Urban and other federal grants for funding. Must understand state bid laws, federal register, and state and federal audit procedures. Generates revenue by marketing and selling BRATS services to potential customers, local population, businesses, social service agencies, and organizations by conducting workshops, and giving presentations. Serves on various boards and committees. Attends meetings, conferences and workshops, relating to the job in order to promote public transportation and the Baldwin County Commission and to bring back new, innovative ideas. Develops new routes, and supervises staff working hours, leave time and signs time cards. Supervise all subordinate personnel for over fifty (50) employees including Assistant Director, Scheduling Manager, Driver Supervisors, Schedulers, Dispatcher, Mechanics, Full and Part Time Bus Drivers, Office Assistant, Temporary Staff, and volunteers. Supervises the operation of the cost center of County Transportation which includes the courier service and county owned transit related vehicles. Activated during emergencies for assisting in County evacuation with Emergency Management. Works closely with both the ESMPO and

AL/FLTPO by serving on Technical Advisory Committees (TAC) and coordination of special transit projects with cities, county, state and federal governments.

### **Job Domains**

#### **A. Supervisor**

1. Oversees the overall operation of public transit.
2. Oversees all department personnel ensuring staff follows county policies and procedures.
3. Ensures staff handles public professionally and equally.
4. Ensures subordinates prepare neat accurate and reports on time.
5. Signs off on time cards of employees, scheduling work hours, lunch times, and leave times, travel, etc.
6. Interviews new hires, temporary staff and volunteers.

#### **B. Management**

1. Plans budgets of various local, state and federal agencies.
2. Plans and schedules bus routes.
3. Oversees grants relating to transportation (i.e.--FTA Section 5311 Rural, 5307 Small Urban, 5307 Large Urban & Other Federal Grants).
4. Oversees marketing program to promote the transportation program.
5. Maintains up-to-date office policies and procedures.
6. Promotes an active Transportation Steering Committee.
7. Prepares cost analysis for consumers and prospective consumers.
8. Prepares cost analysis to insure full cost recovery on contract services.
9. Prepares cost analysis on all routes to ensure efficiency of routes.
10. Supervises over fifty (50) employees.

#### **C. Public Relations/Service**

1. Plan and conduct public transit awareness events.
2. Give presentations to churches, civic, clubs, social services both in and out of the county.
3. Develop and write public service announcement newspaper, radio, and television in relation to the job.
4. Attend workshops, conferences in relation to the job.

### **Knowledge, Skills and Abilities**

(Any item with an asterisk will be taught on the job.)

1. Skills to converse with agency personnel and the general public.
2. Math skills to compute and understand basic arithmetic functions.
3. Accounting skills for budget preparations and analysis.
4. Skills to neatly and clearly complete various records and reports.
5. Skills to understand reports, instructions and correspondence.
6. Interpersonal skills to manage and coordinate various resources.
7. Knowledge of various social service agencies and organizations.
8. \*Knowledge of Federal, County and department rules, regulations, policies, and procedures.

### **Other Characteristics**

1. Willing to work non-standard hours as necessary for festivals and special events.
2. Willing to travel to meetings and seminars as necessary.
3. Must have own automobile.
4. Activated during emergencies for assisting in County evacuation.
5. Other duties as deemed necessary.

### **Minimum Requirements**

1. Bachelor's degree in business or marketing, or six (6) years' experience working with public transit.
2. Must have a current driver's license.
3. Two (2) years' experience in accounting.
4. Experience or appropriate training in social services.
5. Experience in public speaking, supervision and scheduling.

## **POSITION DESCRIPTION**

Title: ~~Auto~~-Mechanic II

Department: Baldwin Regional Area Transit System (BRATS)

Job Analysis: 7/95, Reviewed 4/01, 06/09, 02/11, 02/14, 10/19

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Scheduling Manager, Assistant Director of Transportation,  
Director of Transportation

Subordinate Staff: None

Internal Contacts: Baldwin County Commission, County Administrator, County  
Engineer, Co-workers

External Contacts: General Public, Business Community

Status: Classified/Non-Exempt **J**

### **Job Summary**

Mechanical repair and maintenance of gasoline and diesel-powered vehicles in the BRATS fleet, using standard practices and equipment of the automotive trade. On-call for emergencies as needed. Must be willing to perform other duties as deemed necessary by management.

### **Job Domains**

#### **A. Automotive Repair and Maintenance**

1. Complete the Preventive Maintenance Checklist in a timely manner.
2. Tune engines including testing/cleaning/replacement of spark plugs, adjusting timing, valves, carburetor needle, and replacement of coil, condenser, and breaker points.
3. Remove and disassemble major units such as engine, transmission, differential, inspects parts for wear and reassembles.
4. Use the diagnostic equipment for finding computer problems.
5. Repair and/or replace parts such as pistons, rods, gears, and bearings.
6. Overhaul and replace carburetors, generators, radiators, alternators, starters, distributors and pumps.
7. Rewire ignition system, lights and instrument panel.
8. Install radios and Mobile Data Systems.

9. Turn drums, realigns and adjusts brakes, aligns front end, repairs or replaces shock absorbers.
10. Replace and adjust headlights, and install or repair accessories such as radios, heaters, mirrors, and windshield wipers.
11. Perform inspections on vehicles for safety issues on tires, engines, etc. including post accident and new vehicle inspections.

#### B. Miscellaneous

1. Weld to repair broken or cracked frames, bars, plates, and other metal objects.
2. Replace batteries, hydraulic fluid, oil, antifreeze/coolant, etc.
3. Repair or replace tires.
4. Perform related mechanic duties as required.
5. Perform various duties including operations of transportation buses.
6. Test repaired equipment to ensure operating efficiency.
7. Perform additional repairs as needed.
8. Maintain accurate records on all vehicles maintenance.
9. Maintain accurate vehicle information list including radio and mobile data computer information.

### **Knowledge, Skills and Abilities**

(Any item with an asterisk will be taught on the job.)

1. Verbal skills to communicate information to supervisors and coworkers.
2. Writing skills to clearly and precisely complete routine forms and order parts.
3. Reading skills to understand equipment and maintenance manuals, parts list, instructions, etc.
4. Math skills to understand precision gauges to measure and fit parts.
5. Listening skills to receive information about equipment problems.
6. Skills in the use of hand and machine tools and equipment used in automotive repair.
7. Skills in the use of major items of electronic and mechanical shop equipment and machinery.
8. Skills in operating various types of equipment.
9. Skills in analyzing and diagnosing problems in automotive and heavy construction equipment.
10. Knowledge of safety rules, including accident causation and prevention.
11. Ability to work independently without close supervision.
12. \*Knowledge of federal and state requirement of vehicle maintenance for a transit fleet.

### **Other Characteristics**

1. Willing to work non-standard hours as necessary.
2. Willing to provide personal hand tools.
3. Must be able to travel as deemed necessary for maintenance training or parts.

### **Minimum Requirements**

1. Have a valid driver's license with CDL with Passenger Endorsement.
2. Experience in automotive and heavy equipment repairs and maintenance.