

Los Angeles County Metropolitan Transportation Authority (LACMTA)

SMART EMPLOYMENT OPPORTUNITY

**Bulletin No:** 000452-002

**Job Title:** MICROTRANSIT OPERATOR

**Closing Date:** Open Until Filled

**Salary Grade:** U31

**Salary Range:** Start rate: \$17.75 per hour.

**External/Internal:** EXTERNAL

**Other Info:** The first 100 applicants will be guaranteed consideration for this position. Additional applicants may be considered based on need.

This bulletin is posted to establish an **Eligibility List**

### **Basic Function**

Operates mixed fleet of public transit vehicles, transports passengers, uses mobile tools and vehicle electronics routing and fares and provides customer service and performs safety inspections of equipment to assure their safe, efficient and on-time operation.

### **Example Of Duties**

- Safely and efficiently transports passengers using mobile tools for routing and fare collection
- Communicates, monitors, collects and counts fares, and transports passengers on public transit vehicles
- Knowledgeable about routes, stops, transfer points, and fare structures for Metro services
- Performs a complete pre-pull-out inspection of vehicle, safety checks equipment, and documents when adjustments or repairs are necessary
- Performs trash pick-up when entering/exiting vehicles
- Refers to and implements route maps, time schedules, and instructions for pull-outs, service, pull-ins, and off-route trips
- Follows all notifications and instructions listed in mobile tools for assignments, routing and reporting
- Greets passengers, confirms identity, fare, time to destination/route/transfers to destination
- Provides schedule, route, and fare information including delays, cancellations or malfunction of mobile tools to passengers seeking assistance
- Communicates directly with passengers with phone call, text message, and mobile tools to arrange loading and/or drop-offs
- Educates customers on Metro services, promotions and products
- Operates wheelchair ramp and assists passengers with disabilities in boarding, riding, and alighting in a safe manner, which may include pushing a wheelchair up and down the ramp
- Secures wheelchairs of passengers with disabilities and clearly communicates the actions being taken
- Assists passengers including those that are elderly or may have a specific mobility need (e.g., walker, service animal, car seat, stroller, luggage)
- Receives and transmits two-way radio messages involving accidents, emergencies, or criminal activities
- Performs check and documents conditions of internal and external vehicle electronics
- Reports hazardous or dangerous condition along route and at passenger loading and drop-off zones, including such hazards as unusual traffic, road conditions, obstructions, construction, and potential criminal activity; alters route if required and approved
- Reports electronic and mobile tool malfunctions and passenger feedback
- Maintains an acceptable driving record and complies with all state and local traffic regulations and Metro policies and procedures
- Completes any reports as necessary or requested by Metro

- May, if qualified and accepted in Metro's Line Instructor program, instruct student trainees on job duties and responsibilities as a Line Instructor
- Contributes to ensuring that the Equal Employment Opportunity (EEO) policies and programs of Metro are carried out
- May be required to perform other related job duties

Positions in this job classification are considered safety sensitive and subject to drug and alcohol testing, including random testing, under Federal Transportation Administration(FTA) drug and alcohol regulations.

### **Requirements For Employment**

A combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. Additional experience, as outlined below, may be substituted for required education on a year-for-year basis. A typical combination includes:

#### **Education**

- High School Diploma or G.E.D.

#### **Experience**

- Twelve months of public contact or customer service experience; six months of private ridesharing with Transportation Network Companies experience preferred

#### **Certifications/Licenses/Special Requirements**

- Minimum of 21 years of age
- Valid California Class C Driver License
- Valid U.S. Driver License for at least two years
- Satisfactory driving record for the past five years as verified by an H6 Department of Motor Vehicles (DMV) printout
- Must be able to obtain a valid California Class B Driver License with P (passenger) endorsement before completion of training
- Must be able to obtain a valid California Verification of Transit Training (VTT) Card
- Must be able to obtain a valid Medical Examiner's Certificate (MEC)
- Must pass Metro MTP course
- Positions in this job classification are considered safety-sensitive and subject to drug and alcohol testing, including random testing, under Federal Transit Administration (FTA) regulations

#### **Knowledge:**

- Vehicle operations
- Smart phones and mobile applications
- State and local traffic laws, ordinances, and regulations involved in the operation of transit vehicles
- Vehicle safety rules, regulations, policies, and procedures
- Metro Rule Book for MTP Operators and Standard Operations Procedures
- Metro Issued MTP Material
- Basic fare payment and time concepts

#### **Skills:**

- Operating public transit vehicles and equipment safely and efficiently
- Using and adapting to new mobile tools and vehicle electronics
- Working independently in a highly-structured environment
- Recognizing existing or potential mechanical and electronic defects and problems
- Communicating effectively orally, in writing, and when using mobile tools

#### **Abilities:**

- Exercise sound judgment in stressful situations within scope of responsibility
- Communicate courteously and effectively with other employees and the general public
- Push, pull, lift, and secure wheelchairs
- Adhere to all federal Americans with Disabilities Act (ADA) requirements for public transportation
- Understand and follow detailed oral and written instructions
- Follow safety rules and ensure passengers are safe
- Read, write, speak, and understand English

**Selection Procedure**

Applicants who best meet job-related qualifications will be invited to participate in the examination process that may consist of any combination of written, performance, or oral appraisal to further evaluate job-related experience, knowledge, skills and abilities.

**Application Procedure**

To apply, visit Metro's website at [www.metro.net](http://www.metro.net) and complete an online Employment Application. Telephone: (213) 922-6217 or persons with hearing or speech impairments can use California Relay Service 711 to contact Metro.

All completed online Employment Applications must be received by 5:00 p.m. on the closing date. (EJ)

\*Open to the public and all Metro employees

This job bulletin is not to be construed as an exhaustive list of duties, responsibilities, or requirements. Employees may be required to perform other related job duties.

**LACMTA BENEFITS**

- Medical, Dental, Vision plans
- Group Life Insurance
- Holidays
- Sick time
- Vacation time
- Retirement Plan Options
- Social Security coverage
- Transportation passes
- Credit union
- Tuition assistance
- Deferred Compensation 401 (k)
- Thrift plan
- Employee Assistance Program
- Jury duty
- Accidental Death & Dismemberment Insurance

**Supplemental Questions**

1. This position offers part-time (minimum 25 hours) and full-time (40 hours) assignments. Which are you interested in? Assignments will be determined during training.
2. Please select the highest level of education you have completed.
3. Do you have a valid California driver's license? If yes, please indicate the type of license you have.
4. Do you have valid passenger endorsement?
5. Have you held a valid U.S. driver's license for at least two (2) years?
6. You must be at least twenty-one (21) years of age at the time of application. Do you meet this requirement?
7. Do you have at least twelve (12) months of public contact or customer service experience?
8. Do you have at least six (6) months of private ridesharing experience with Transportation Network Companies?