

TRANSPORTATION TECHNICIAN I
TRANSPORTATION TECHNICIAN II

DEFINITION

To perform responsible technical and administrative work in support of transportation related activities and programs; to provide information to the public regarding transportation services provided by the City; and to track and report on a variety of operational data.

DISTINGUISHING CHARACTERISTICS

Transportation Technician I – This is the entry level class in the Transportation Technician series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

Transportation Technician II – This is the journey level class within the Transportation Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Transportation Technician I

Receives immediate supervision from a higher level supervisor or manager.

Transportation Technician II

Receives general supervision from a higher level supervisor or manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Collect, compile and review operational data and submit reports required for grant compliance purposes.

Evaluate and review paratransit applications to determine paratransit eligibility using established procedures and federal regulations for customers applying for Paratransit Services; maintain and update paratransit application status information in database tracking software.

Receive reports of damaged/missing signage and coordinate with vendors and/or other departments for sign replacement/creation.

Coordinate with outside agencies as necessary for transit beyond City limits and transit agencies traveling into the City of Roseville.

Provide assistance to members of the public at the front counter.

Maintain electronic inventory for the purchase of tickets.

Support Transportation Planners in reviewing and determining street closures and route deviation due to special events; coordinate with other City departments to ensure transit services are provided for special events.

Assist professional staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection, research and analysis; prepare draft reports and technical documents.

Receive, review, verify and process vendor invoices for payment.

Recommend and participate in implementation and improvement of policies and procedures.

Assist supervisor and managers with a variety of administrative operations; prepare, recommend and implement procedural modifications.

Independently respond to letters, e-mail and general correspondence.

Receive, review and process minor plan checks as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Transportation Technician I

Knowledge of:

Principles and practices of administrative and/or technical support.

Customer service principles and public relations techniques.

Principles and practices of intermediate analytical research and project coordination.

Techniques and principles of effective interpersonal communication.

Principles and methods of business letter and report writing.

Principles and practices of safety management.

Modern office equipment, methods, procedures, and computer hardware and software.

Ability to:

Learn to perform a variety of technical duties including research, compilation and report development in support of transportation activities and programs.

On a continuous basis, sit at a desk. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Learn to understand and apply regulations related to transportation programs.

Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.

Collect, compile, analyze and present a variety of data in a meaningful way.

Develop and implement various data collection and reporting systems.

Compose professional quality correspondence and letters; write highly technical, detailed and analytical reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Three years of responsible administrative support or technical experience.

Training:

An Associate's degree, or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university, preferably in urban urban planning, transportation planning, environmental studies, public or business administration, or related field. Two years of related work experience can substitute for an Associate's Degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Transportation Technician II

In addition to the qualifications for the Transportation Technician I:

Knowledge of:

Pertinent local, State and Federal laws, ordinances and rules related to transportation programs and activities including paratransit eligibility.

Grant requirements associated with transportation services.

Ability to:

Independently interpret, apply and explain laws, rules, code and City policies and procedures.

Review documents and operational procedures; interpret, identify, explain and problem solve issues and recommend corrective action.

Use independent judgment and personal initiative.

Know, understand, interpret and explain department and program policies and procedures.

Experience and Training

Experience:

Two years of professional experience performing duties similar to that of a Transportation Technician I with the City of Roseville.

Training:

An Associate's degree, or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university, preferably in urban urban planning, transportation planning, environmental studies, public or business administration, or related field. Two years of related work experience can substitute for an Associate's Degree.

License or Certificate

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