

# SENIOR BUS OPERATOR - PARATRANSIT

Public Works | Transit



## SUMMARY

Plan, organize, coordinate, monitor, and manage the direct operation of the Good Earth Transit's Paratransit Service while ensuring full compliance with the Americans with Disabilities Act (ADA) and paratransit rules and regulations. Operations include complimentary ADA bus service and other services for paratransit clients.

### JOB OVERVIEW

#### Starting Pay

\$13.35 - \$17.15 per hour

#### Schedule

Monday - Friday

*Must be willing to work flexible schedule any days or hours the transit system is operating.*

#### Shift

8 a.m. - 5 p.m.

### LOCATION

Transit Facility

### REPORTS TO

Office Manager

### PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

### WORK ENVIRONMENT

Frequent interactions with members of the public

### EMERGENCY EVENTS

Required to work during emergency events.



Questions? No problem! Email us at [employment@tpcg.org](mailto:employment@tpcg.org).

## ESSENTIAL FUNCTIONS

1. Supervise paratransit bus drivers, dispatchers, and schedulers by assigning and prioritizing work, conducting performance evaluations, enforcing policies and procedures, and making disciplinary decisions and recommendations. Manage paratransit calls, schedules, dispatches, and eligibility.
2. Troubleshoot issues and concerns. Manage customer service by responding to service inquiries and complaints. Ensure issues are appropriately investigated, responded to, and documented.
3. Ensure compliance with local, state, and federal rules and regulations including the ADA.
4. Present paratransit performance data, issues, policy change recommendations, and other information to the office manager.
5. Assist the office manager with preparing various documentation, including ridership reports, operating statistics, state reports, triennial review reports, and the annual operating budget, including conducting analysis, forecasting operating revenue, and preparing grants.
6. Coordinate and assist with monthly billing.
7. Mediate sensitive client issues by applying pertinent local, state, and federal rules, regulations, and laws governing paratransit services.
8. Provide educational outreach to special needs community groups, advocates, and social service organizations on paratransit services, eligibility criteria, and other public transportation options.
9. Facilitate and coordinate client eligibility appeals.
10. Coordinate program activities with the management team to ensure goals and objectives relative to system growth and improved delivery of program services are accomplished.
11. Assist with dispatching and other duties involving evacuation procedures during an emergency.
12. Perform other duties as assigned by supervisor.

## GENERAL REQUIREMENTS

1. Learn and practice applicable safety rules and regulations, and manage Paratransit's safety efforts.
2. Knowledge of the City of Houma, City of Thibodaux, and Terrebonne Parish.
3. Position is a safety sensitive position and is subject to random drug testing.
4. Ability to read, write, and communicate effectively.

## EDUCATION, EXPERIENCE, AND LICENSES

1. High school diploma or GED certificate preferred.
2. Experience operating heavy-duty transit buses preferred.
3. Well versed in computer software, such as Microsoft Word, Excel, and Access. Access programming experience highly desirable.
4. Dispatching experience helpful.
5. Possess and maintain a valid Louisiana Class B commercial driver's license (CDL) with passenger and air brake endorsement.