

**POSITION:** Transit Coordinator  
**DEPARTMENT:** Macon County Transit  
**Grade:** 24  
**Starting Salary:** \$35,629.88  
**Position Number:** 493004  
**Posted:** September 3, 2024  
**Closing:** Until Filled



### **General Definition of Work**

Performs intermediate technical work scheduling and dispatching Transit Operators, developing and monitoring transit routes, performing basic office duties such as typing, filing and record keeping, and related work as apparent or assigned. Work is performed under the moderate supervision of the Transit Manager. Limited oversight is exercised over Transit Operator.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

### **Essential Functions**

- Oversees and provides scheduling and dispatching of vehicles and transit operators.
- Develops daily routes and Transit Operator manifests using automated software.
- Plans and projects routes based on passenger's needs; monitors routes for efficiency and effectiveness; ensures coordination of trips.
- Coordinates passenger pick-up and drop-off times within allowed timeframes.
- Coordinates route and Transit Operator schedule changes with the Transit Operations Manager.
- Maintains effective working relationships with Transit Operators and Administrative Support Assistant.
- Answers multi-line telephone; provides information regarding available transit services; forwards calls to appropriate party.
- Works with contracting agency representatives to schedule transportation for agency clients.
- Notifies Transit Operators of changes and cancellations using automated software, two-way radios and/or cell phones.
- Receives and verifies passenger fares collected by Transit Operators.
- May be assigned to manage or coordinate with others on projects relating to Operations of the Transit Department.
- Receives inquiries, complaints and service requests and resolves them according to established policies and procedures; changes or cancels passenger trips upon request.
- Serves as back-up staff to the Administrative Assistant as needed.
- May be required to operate a transit vehicle on an assigned route and schedule; assists passengers entering and leaving the vehicle, when necessary; carries packages for passengers when necessary; operates wheel chair lift.

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

Thorough knowledge of the geography of the County and the location of streets and important buildings; thorough knowledge of utility terminology as applied to services and equipment; general

knowledge of standard office practices, procedures, and techniques; ability to enunciate clearly and distinctly; ability to exercise the use of good judgment in evaluating situations and making decisions; ability to understand and follow moderately complex oral and written instructions; ability to keep simple records and prepare reports; ability to operate various office machines; ability to establish and maintain effective working relationships with associates and the general public.

### **SPECIAL REQUIREMENTS**

- Valid driver's license
- Drug and alcohol testing in accordance with local, State and/or Federal regulations

### **HOW TO APPLY**

Applicants must register online or in person with NC Works. A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center 23 Macon Avenue Franklin, N.C.

Mail to:

5 West Main Street  
Franklin, NC 28734

and must be submitted on or before the closing date. Online applications are not available. Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

**AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER**  
**All prospective employees are subject to a criminal background check**