

* JOB ANNOUNCEMENT*

PART-TIME PARATRANSIT OPERATOR 138

DUTIES: Functions as a Customer Service Ambassador for RTA by providing a safe, efficient, and quality transportation service to customers. Picks up and transports customers with disabilities, senior citizens and other applicable customers and delivers them safely and timely to their destinations. Reviews basic operating conditions of assigned coach, reviews assigned trip destination(s), routing schedule(s) and other criteria to ensure efficient preparations, in order to provide the highest level of customer service to the Authority's passengers. Receives radio instructions for additional customer pick-ups, refuels coaches and updates all applicable records for assigned coach. Performs other duties of a similar nature as may be required.

MINIMUM REQUIREMENTS: Applicants must have a high school diploma or its equivalent and (5) years driving experience (commercial or non-commercial). The ideal candidate will have at least two (2) years of experience in a position where customer service skills were essential. Applicants must demonstrate strong interpersonal skills for providing exceptional customer service. Applicants must have a valid STATE OF OHIO COMMERCIAL DRIVERS LICENSE (CDL) Class "A" or "B" with Airbrake and Passenger endorsements. Applicants must have a GOOD DRIVING RECORD with no more than TWO (2) POINTS, in the past three years.

WAGE RATE INTERNAL CANDIDATES ONLY: \$13.22 to \$21.62 hourly

ADDITIONAL INFORMATION: The performance of these duties may be required at any time of the day or night, any day and night of the week. The position is a bargaining unit position. The position is also safety sensitive and subject to random drug testing.

Examination Information: Eligible candidates will be notified of the exact time and place of the examination. The examination process will consist of three parts to include a written examination, performance assessment and/or interview, and record evaluation for internal candidates.

Internal Applicant info:

The record evaluation will be weighted as 15% of the overall examination score for candidates who have passed the written and performance assessment/interview. Record evaluation information will be obtained from the candidate's supervisor. Candidates must meet all record evaluation criteria in order to gain the full 15% weighting. Candidates must pass the written examination to be eligible to proceed to additional parts of the examination process required to establish the eligibility for the position. Candidates will become eligible based on the composite scores from each part of the examination process. In accordance with the Merit Systems Rules, internal candidates who become eligible will be given preference over external candidates. Record evaluation criteria may include, but not limited to, an employee's attendance and discipline record for one rolling year back at the time of review. Records evaluation information includes a review of the following:

- 5 or more absence occurrences
- 2 or more AWOL or absence control suspensions
- 3 or more active written reminders (regardless of the level)
- 5 or more misses (regardless of whether they are active or not active)
- 4 or more active tardies
- Drug or alcohol suspension
- Commercial Drivers License (CDL) suspension
- Active Decision Making Leave (DML)

CANDIDATES MUST ALSO SUBMIT A PROPERLY COMPLETED "ELIGIBILITY CERTIFICATION FOR INTERNAL SELECTION PROCESS" FORM (REVISED 6/1/2006) ALONG WITH THEIR APPLICATION. Forms are available from Human Resources and RTA District Offices.

CLICK HERE FOR: [How to Apply](#)

How to Apply: Employment applications and/or resumes must be e-mailed as a MS Word or PDF attachment to jobs@gcrta.org. Applications and/or resumes may also be faxed to (216) 781-4483, and mailed to Human Resources, 1240 W. 6 St., Cleveland, OH 44113. **Employment Applications will be accepted until Tuesday, May 31, 2011. Applications mailed after or postmarked after the job announcement closing date will not be accepted.**

TEST/ASSESSMENT: Qualified applicants must pass a written examination and interview in order to be placed on the eligible list for Part-time Paratransit Operator. Qualified applicants will be notified of the exact place and time of the examination(s). **Applicants NOT SELECTED for the Part-time Paratransit Operator position must wait six (6) months to reapply for this position.**

AN EQUAL OPPORTUNITY / ADA EMPLOYER / A DRUG FREE WORKPLACE

Job Class Code: 138
Date: May 20, 2011
Job Announcement No.: 2011-57

Web Site Address: www.rideRTA.com
Email Address: jobs@gcrta.org