

JOB ANNOUNCEMENT

PART-TIME OPERATOR (RAIL) 438

DUTIES: Functions as a Customer Service Ambassador for RTA by providing safe, efficient, and quality transportation service to customers. Transports customers by operating any type of revenue vehicle during regularly scheduled routes and special service routes while observing route time schedules, safety rules and regulations, and State and municipal traffic laws. Provides exceptional customer service by responding to customer inquiries and assisting customers with various routing information. Operates the fare collection equipment for customers boarding and exiting the revenue vehicle. Calls stops to ensure customers are aware of stops along route. Administers RTA policy and procedures in special circumstances (e.g., service interruption, emergencies, etc.). Performs other duties of a similar nature as may be required.

MINIMUM REQUIREMENTS: Applicants must have five (5) years driving experience (commercial or non-commercial), and must have a high school diploma or its equivalent. Applicants must have at least two (2) years of customer service experience in areas such as transportation, education, hospitality, and retail. Applicants must demonstrate strong interpersonal skills for providing exceptional customer service. Applicants must be able to understand and adhere to all safety rules and regulations. Applicants must have a valid STATE OF OHIO DRIVERS LICENSE. Applicants must have a GOOD DRIVING RECORD with no more than TWO (2) POINTS, in the past three years.

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. 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)

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.

External Wage Rate: \$14.42 hourly

Internal Wage Rate: \$14.42 - \$24.02 hourly

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

External Applicants: How to Apply: Employment applications and/or resumes may be emailed as a MS Word or PDF attachment to jobs@gcrta.org. Employment 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 Wednesday, July 6, 2011. Employment Applications mailed after or postmarked after the job announcement closing date will not be accepted.

Internal Applicants: How to Apply: An internal employment application may be completed and submitted on the RTA Intranet, select the Forms tab and then select the Human Resources tab. Internal employment applications can also be emailed to jobs@gcrta.org, faxed to (216) 781-4483, or interoffice mailed to Human Resources, 1240 W. 6 St., Cleveland, OH 44113.

AN EQUAL OPPORTUNITY / ADA EMPLOYER / A DRUG FREE WORKPLACE

Job Class: 438

Date: June 27, 2011

Job Announcement No.: 2011-67

Web Site Address: www.rideRTA.com

jobs@gcrta.org