

February 2, 2024

TITLE: Bus Contracts Inspector
EMPLOYMENT TYPE: Non-exempt (Full-time)
DIVISION: Contracted Bus Service
PAY RANGE: \$38.64/hour - \$46.01/hour (in accordance with the CBA)
APPLICATION DEADLINE: Sunday, February 25, 2024
WORK LOCATION: San Carlos, CA
WORK SCHEDULE: Varies

GENERAL DESCRIPTION:

The Bus Contracts Inspector reports to the Manager, Bus Contracts and provides on-street observation and monitoring of contracted fixed route, shuttle, microtransit, paratransit, and other demand-response services to ensure contractual obligations are met. Bus Contract Inspectors assist in recommending route and schedule changes, monitoring performance, and suggesting improvements.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Monitor the performance of contracted fixed route, shuttle, microtransit, paratransit, and other demand-response services throughout the service area at all hours of the day 365 days a year. Observe and evaluate operator performance, adherence to route and timetable, vehicle condition, maintenance procedures, report deficiencies and recommend corrective action. 90% of time is devoted to field observations, 10% to clerical duties.
- Assist with analysis and evaluation of inspection data and contractor-prepared reports with recommendations to the Associate Operations Contract Administrator.
- Provide information relative to observed or anticipated difficulties in meeting contractual goals and performance standards, recommend corrective or relief action to Associate Operations Contract Administrator. File accurate and timely reports of observations.
- Assist in collection and collation of ridership, including data in compliance with Federal Transportation Administration (FTA) requirements in National Transit Database (NTD) reporting for all required service modes.
- Monitor contractors' performance to maintain an exemplary accident record in difficult-to-access locations throughout the service area. Monitor stop locations for proper loading/unloading procedures with a focus on accident prevention.
- Monitor service for safety, efficiency, and sensitivity to special needs including compliance with District and industry standards in the securement of wheelchair customers. Inspect quality of service provided to all passengers.
- Perform random ride checks and on-time performance checks on contracted services.

EXAMPLES OF DUTIES:

- Assist with follow up on consumer complaints as assigned.
- Perform other duties and services in support of contracted fixed route, shuttle, microtransit, paratransit, and other demand-response services.
- Conduct passenger counts, distribute and collect surveys.
- Assist with Bus Bridge or emergency events when needed.
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce and eliminate accidents.
- Perform other related duties as assigned.

SUPERVISION: Works under the general supervision of the Associate Operations Contract Administrator, who, in conjunction with the Manager, Bus Contracts, establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- High School diploma or equivalent.
- Five (5) years full-time bus operations experience.
- Must possess a valid California Class C driver's license with safe driving record.
- Effective oral and written communication skills.
- Proficiency with Microsoft Office Suite (Word, Outlook, Excel, etc.)
- Willingness to work in inclement weather and all kinds of road conditions.

PREFERRED QUALIFICATIONS:

- Familiar with fixed route, shuttle, microtransit, paratransit, and other demand-response services.
- Compliance with SOPs, CBAs or other contractual agreements is desirable.
- Able to take initiative and complete work independently highly preferred.
- Able to maintain discretion in communications with vendors, contractors, and staff.

SELECTION PROCESS MAY INCLUDE:

The selection process may consist of an evaluation of the applicant's qualifications, panel interview, practical exercise and/or internal Department interviews. Upon completion of the selection process, an offer of employment may be conditionally based upon the successful completion of employment and education verification and criminal background check. In accordance with the CBA, the district shall use a competitive process to select the most qualified applicant to fill the position, with preference to current District employees, including members of the Bus Transportation Supervisory Unit, before considering outside applicants.

CURRENT EMPLOYMENT BENEFITS:

For further Benefits details please go to: <https://www.samtrans.com/about-samtrans/jobs>

Holidays:	Seven (7) paid holidays, plus up to four (4) floating holidays per year
Paid Time Off:	Up to 21 days per year
Cafeteria Plan:	Medical, dental, vision care, group life insurance, and more
Transportation:	Free bus transportation for employees and qualified dependents
Retirement:	Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none">○ Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation○ New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:

- To apply, please visit the <https://www.samtrans.com/jobs>. Complete an online employment application by **11:59 p.m. on Sunday, February 25, 2024**. A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department via email at recruitment@samtrans.com.
- SamTrans celebrates diversity and is committed to creating an inclusive and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.