



Item # 9

DATE July 1, 2020
TO GCTD Board of Directors
FROM Debbie Williams, Human Resources Director *DW*
Steve Brown, General Manager
SUBJECT Consider Approval of Three (3) New Position Descriptions

I. EXECUTIVE SUMMARY

As GCTD continues to evolve as an organization, it has become apparent the need to reorganize and provide support to some of the departments within the District. Three new positions are being recommended to be established at this time to allow for the positions to be budgeted for, recruited, and filled when necessary.

The new job descriptions are attached to this report, the three positions are:

1. Information Technology Technician,
2. Mobility Management Coordinator, and,
3. Facility and Vehicle Cleaner-Sanitizer.

The new job description of Information Technology Technician provides strong support for the Information Technology department. Some of the duties include first-level contact and problem resolution for all users; evaluates and responds to requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer and phone related technologies.

The new job description of the Mobility Management Coordinator provides strong support for the Paratransit GO ACCESS department. Some of the duties include to coordinate mobility management activities and assist with managing GCTD's paratransit services and accessibility programs. The responsibilities include, but are not limited to, assist the Paratransit Manager with oversight of the Paratransit services and to assist with the continual development of travel training education and coordination among mobility trainers for both fixed route and demand response services.

The new job description of Facility and Vehicle Cleaner-Sanitizer provides strong support for the Maintenance department. It has become apparent that the in-route sanitization of buses and extra sanitization of the facility has been a major factor in no positive cases of COVID-19 at GCTD. We want to continue these valuable functions through 5 new SEIU 721 represented positions in the Mechanical Union. This will be an entry level cleaning/sanitization position. The SEIU 721 has approved and agreed on the job description and wage scale. Some of the duties

GOLD COAST TRANSIT DISTRICT

include cleaning and sanitation of facility, vehicles, grounds, work area and equipment. This new position will eliminate the Janitorial Services contract with our current vendor.

It is recommended that the salary ranges for the following positions will be:

1. Information Technology Technician: Salary Range \$56,040- \$78,492
2. Mobility Management Coordinator: Salary Range \$56,040- \$78,492
3. Facility and Vehicle Cleaner-Sanitizer (SEIU Union Represented Position):

A	B	C	D	E	F
\$15.71	\$16.49	\$17.31	\$18.17	\$19.07	\$20.02

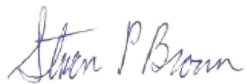
II. RECOMMENDATION

IT IS RECOMMENDED that the Board of Directors approve the creation of the three new job descriptions: 1. Information Technology Technician, 2. Mobility Management Coordinator and 3. Facility and Vehicle Cleaner-Sanitizer which are attached to this report.

ATTACHMENTS: Job Descriptions

Information Technology Technician
Mobility Management Coordinator
Facility and Vehicle Cleaner-Sanitizer

General Manager's Concurrence



Steven P. Brown

GOLD COAST TRANSIT DISTRICT JOB DESCRIPTION

CLASSIFICATION TITLE:	Information Technology Technician
NON-REPRESENTED:	Non-Represented
OVERTIME STATUS:	Non-Exempt
REPORTING STATUS:	IT Manager
SUPERVISES:	None
DATE AUTHORIZED:	July 1, 2020

JOB SUMMARY

Under direct or general supervision, provides technical support and training on the use of personal computers, printers, peripheral equipment, and network systems hardware and software; resolves computer application problems and troubleshoots hardware malfunctions; assists in maintaining and administering the on-campus WAN and LAN network systems; provides support and installation for software, desktop computer applications, and Internet/Intranet including e-mail; installs, configures, and repairs personal computer hardware and software systems; and performs related work as required.

ESSENTIAL FUNCTIONS

The Information Technology Technician has responsibility to:

- Provides first-level contact and problem resolution for all users; evaluates and responds to requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer and phone related technologies.
- Responds to inquiries concerning systems operation and diagnoses system hardware, software, and operator problems; diagnoses problems, performs remedial actions to correct problems, and/or determines and recommends solutions.
- Research, resolves, and follows up on routine to complex user problems, and refers the most complex problems to higher-level personnel.
- Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drivers, switches, hubs, and cabling.
- Tests, clones, loads, and configures specified software packages such as network operating systems, word processing, or spreadsheet programs

- onto computer; may modify specific applications for use by divisions; deploys software, settings, scripts, and batch files to workstations remotely.
- Troubleshoots LAN and WAN connectivity; performs point-to-point network troubleshooting, installation, and maintenance; replaces network lines as needed.
 - Creates email boxes for users and departments; troubleshoots email connection and storage.
 - Maintains hardware and software inventory and maintains the back-up systems.
 - Maintains the active directory of users by adding, removing, and/or editing users; creates access rights to users and user groups.
 - Trains users on software and hardware usages by providing instruction and documentation.
 - Provides updates, status, and completion information to supervisory/management personnel and/or users via voicemail, e-mail, or in-person communication.
 - Performs related work as assigned.

OTHER JOB FUNCTIONS

May be assigned additional staff responsibilities, as needed.

MINIMUM QUALIFICATIONS

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through graduation from high school supplemented by college-level course work in computer science or related field and two years' experience involving the installation, maintenance and repair of computer hardware, software and peripherals.

and

Knowledge of:

- Principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
- Personal computer and network system application software packages, including word-processing and spreadsheets.
- Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.
- Computer hardware, software, network technology, and operating system products.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, spelling, vocabulary, grammar, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors.

and

Ability to:

- Perform a variety of functions in the operation of a variety of computer equipment and peripheral components, including LAN and WAN systems; troubleshoot related problems and take appropriate action.
- Identify and resolve hardware and software problems and perform minor repairs.
- Setup PC and network hardware and install and configure software.
- Train staff on software applications and hardware usage.
- Work with and maintain confidential and sensitive information.
- Prepare clear and concise reports, correspondence, and other written materials.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

Training and Certification in basic computing and network support functions.

WORKING CONDITIONS:

Environment

- Office environment
- Driving a vehicle to conduct work

Physical Abilities:

- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate office equipment.
- Ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

GOLD COAST TRANSIT DISTRICT JOB DESCRIPTION

CLASSIFICATION TITLE:	Mobility Management Coordinator
NON-REPRESENTED:	Management
OVERTIME STATUS:	Exempt
REPORTING STATUS:	Paratransit & Special Projects Manager
SUPERVISES:	None
DATE AUTHORIZED:	July 1, 2020

JOB SUMMARY

This position will coordinate mobility management activities and assist with managing GCTD's paratransit services and accessibility programs. Responsibilities include, but are not limited to, assist Paratransit Manager with oversight of Paratransit services, assist with the continual development of travel training education and coordination among mobility trainers for both fixed route and demand response services. This position will work with Planning, Operations, Human Resources and as well as educational and public service groups, senior groups and the general public to help improve overall mobility, with an emphasis on persons with disabilities, the elderly, and low-income and minority persons. This position will focus on the movement of people to ensure transportation choices and support access to independent living, training, and employment opportunities in the community.

ESSENTIAL FUNCTIONS

Under general direction of the Paratransit & Special Projects Manager, this position assists with:

- Assists Paratransit Manager with oversight of paratransit services, including contract monitoring, including preparing monthly reports
- Develops travel training programs—research and prepare training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities.
- Keeps updated on current on changes to ADA rules and regulations as it relates to public transit and shares this knowledge with others
- Develops new ways to remove barriers for transportation to and from jobs and employment support services for individuals with disabilities, seniors, and low-income persons in the service area.
- Makes presentations to community groups, providing information to customers

regarding available services, qualification criteria and procedures for using both fixed-route and paratransit GO ACCESS services.

- Works with Planning Dept to identify unmet transportation needs through community outreach activities and documents these community-planning needs in a database and in reports to the Board or Management.
- Assist in the dissemination of transportation resource information to people with disabilities, community organizations, and community planning organizations.
- Supports Operations Dept training areas of GCTD and prepares helps support increased awareness and understanding of mobility challenges of people with disabilities, seniors, and low-income persons
- Develops strategies for seeking other funding sources and helps manage project budgets such as JARC, 5310, other funding programs
- Assist in preparing grant applications for continual funding related to mobility
- Prepares general correspondence, letters, reports, and forms; maintains files and record keeping procedures.
- Support the Administrative Office, including front desk coverage and related duties as assigned.

OTHER JOB FUNCTIONS

May be assigned additional administrative responsibilities and/or perform other duties as assigned by the Manager or Department Director as needed. Job responsibilities may require occasional evening or weekend assignments.

MINIMUM QUALIFICATIONS

Graduation from High School and 2 years from an accredited college AND three (3) years of experience working in an administrative environment. Experience with a public transit system, accessible services, or a related field is desired.

and

Knowledge of:

- Knowledge of the Americans with Disabilities Act (ADA) and its specific applications to public transportation.
- Knowledge of state and federal programs providing transportation funding for the targeted population.
- Office software such as Microsoft Word, Excel, PowerPoint, and Outlook.
- Principles, procedures and strategies of travel training education.
- Outstanding customer service skills
- Supervisory principles and practices.

and

Ability to:

- Create presentations, and speak and give presentation before public groups.

- Assist with Paratransit Services Contract oversight and supervision.
- Learn new technology to improve efficiency.
- Prepare written reports and maintain logs and records.
- Handle multiple projects simultaneously and set priorities.
- Work independently and with others in an effective manner.
- Establish and maintain positive and cooperative working relationships with all levels of staff and the public.
- Communicate effectively, in oral or written form, as applied to interaction with coworkers, supervisor, and the general public to clearly convey information and to receive work direction.
- Analyze data, define problems, identify potential solutions, develop implementation strategies and evaluate outcome.

LICENSES AND OTHER REQUIREMENTS

Valid driver's license is required as this position will require periodic travel to various locations from the GCTD Administration and Operations Facility.

WORKING CONDITIONS

Environment

- Office environment
- Driving a vehicle to conduct work

Physical Abilities:

- Speaking clearly and precisely
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate office equipment
- Lift up to 30 pounds

GOLD COAST TRANSIT DISTRICT JOB DESCRIPTION

CLASSIFICATION TITLE:	Facility & Vehicle Cleaner-Sanitizer
REPRESENTATION:	Yes
OVERTIME STATUS:	Non- Exempt
SAFETY SENSITIVE:	N/A
REPORTING STATUS:	Fleet Manager, Maintenance Supervisor, Maintenance Administration Supervisor
SUPERVISES:	None
DATE AUTHORIZED:	July 1, 2020

JOB SUMMARY

Under general supervision, performs cleaning and sanitation of facility, vehicles, grounds, work areas and equipment while wearing proper PPE.

Designated a safety sensitive position and is required by the Federal Transit Administration to have a drug test administered prior to employment and subject to random drug and alcohol testing during employment.

ESSENTIAL FUNCTIONS

The Facility & Vehicle Cleaner-Sanitizer will be assigned responsibility for all janitorial needs of GCTD, which may include some or all of the following functions:

Facility Cleaner-Sanitizer

- Clean building floors by sweeping, mopping, scrubbing, or vacuuming using the appropriate cleaning supplies and equipment
- Wax floors on a quarterly basis
- Clean and disinfect toilets and sinks.
- Clean and disinfect restrooms and ensure that soap and paper dispenser are well-stocked
- Empty trash and recycling receptacles into the appropriate waste bins and ensure that receptacles are kept clean and free of smell
- Clean tables, counter tops, desks, and walls
- Clean refrigerators, freezers, and microwaves
- Clean windows and mirrors

- Remove waste and empty trash
- Maintain cleaning chart indicating areas that were cleaned and inspected
- Organize janitorial storage areas
- Notify Supervisors about unsafe conditions or concerning the need for repairs or maintenance
- Clean and dust furniture, ledges, light fixtures, and other hard to reach places
- Take inventory of cleaning supplies and materials and order more as needed
- Sanitize all work areas
- Follows safety practices
- Perform other similar job duties as assigned

Vehicle Cleaner-Sanitizer

- Clean and sanitize buses while at transit centers and in the yard as needed
- Work in a fast-paced environment
- Wipe down/sanitize driver's area
- Clean/detail outside of bus
- Clean detail inside of bus
- Clean/detail/sanitize relief and administration vehicles
- Pick up trash in bus
- Restock cleaning supplies
- Perform other duties as assigned

OTHER JOB FUNCTIONS

May be assigned other similar job-related responsibilities. May be assigned vacation coverage and temporary relief duties as required within the job classification.

MINIMUM QUALIFICATIONS

Graduation from high school or completion of GED. Six months to one-year experience in janitorial work, car wash or gardening is desirable. Experience in service station or auto shop also desirable. Minimum age of 21. Excellent driving record.

Ability to speak, read and write in English is required.

and

Knowledge of:

- Demonstrate knowledge of standard cleaning supplies and equipment

- Basic cleaning tools and use of the tools
- Good safety practices
- Methods for cleaning and servicing vehicles, grounds, work area and equipment

and

Ability to:

- Safely and effectively use a variety of cleaning agents and chemicals
- Follow written and oral instructions
- Tolerate routine exposure to cleaning agents, dirt, dust, and trash
- Perform moderate physical labor
- Lift and move objects weighing up to 40 pounds
- Understand, speak, read, and write English

LICENSES AND OTHER REQUIREMENTS:

Class C California Driver's License

WORKING CONDITIONS:

Environment

- Transit district facility offices, grounds, passenger facilities, transit centers
- Bus maintenance garage and equipment
- Office environment
- Possible exposure to biohazards
- Driving a vehicle to conduct work

Physical Abilities:

- Frequent standing walking for extended periods of time
- Frequent bending, lifting, and carrying
- Repetitive use of hands for cleaning and sanitizing
- Climbing up and down bus stairs and ladders

Work schedules will rotate every 6 months.