



**GREATER LYNCHBURG TRANSIT COMPANY**  
**Central Virginia Transit Management Company, Inc.**  
**Job Description**

**Job Title:** Operations Assistant  
**FLSA Status:** NON-EXEMPT  
**Supervisor:** Transportation Manager  
**Positions Supervised:** None

**General Description:**

The Operations Assistant performs a variety of duties and responsibilities in support of Transit Operations including assisting supervisory personnel with conducting field activities, complaint and accident investigation, assisting the public, transit planning functions, and coordinates and assists with training for customers and staff.

**Responsibilities/Essential Functions:**

1. Prepares and reviews timesheets and payroll for operators.
2. Assist transit supervisory staff in the field with complaint and accident investigations.
3. Assist with travel training for customers on both fixed route and paratransit.
4. Assist with training new operators as needed. Works with training supervisor to ensure all operators have required training throughout the year.
5. Compile and maintain files and records for customer service, transit operators, and other required areas.
6. Ensure accurate information and data in Trillium GTFS file system.
7. Work with Transportation Manager to design driver schedules and assist in driver run bid as needed.
8. Assess transit stops and update locations and data as necessary in Trillium, Remix, and CAD/AVL systems.
9. Assist in planning and implementing future transit routes and transit bus schedule modifications.
10. Complete monthly and annual NTD data reporting as required.
11. Create and maintain a variety of daily, weekly, monthly, and annual reports on various operational statistics
12. Provides back-up paratransit and fixed route dispatching functions as necessary.
13. Requires a knowledge of various office machinery, including Microsoft Office software.
14. Performs other duties as assigned.

**Knowledge, Skills and Abilities:**

- Public Transit programs and services.
- Attention to detail and data entry skills.
- Confidentiality and thoroughness of job tasks.
- General Math Skills.
- Experience in a labor/union environment.
- Ability to work independently in the absence of supervision.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate effectively orally and in writing.
- Transit planning or scheduling experience or the ability to learn within a short period of time.

**Emotional, Psychological and Physical Requirements:**

***Ability to:***

- Deal with long hours and high levels of stress
- Deal with emergency situations
- Make quick and concise decisions
- Deal with the public
- Greet and meet with visitors in relation to customer service, training, complaint, and accident investigations
- Concentrate on priority tasks with frequent interruptions

***Physically:***

- Sits frequently for long periods
- Moves throughout facilities and grounds
- May be required to be outdoors in various types of weather
- May be exposed to fumes, gases, smoke, noise, or odors

**Additional/Miscellaneous/Special Requirements:**

- Acceptable criminal history record and child protective services check upon hire and must be maintained throughout employment
- Acceptable drug screen results upon hire and as regularly required by policy for position
- Valid VA Driver's license

**Education and Experience:**

- High School degree or equivalent
- Knowledge of transit operations and scheduling preferred
- Experience working in a Union environment preferred
- VA CDL Class B with Passenger endorsement preferred

**AMERICANS WITH DISABILITIES ACT COMPLIANCE**

Greater Lynchburg Transit Company (GLTC) is an Equal Opportunity Employer. The ADA requires GLTC to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**Original Effective Date:** 3/4/2022

**Review/Revision Date(s):**

Approval by General Manager: \_\_\_\_\_ Approved Review Date: \_\_\_\_\_

**EMPLOYEE REVIEW AND ACKNOWLEDGEMENT**

*As an employee of GLTC you have a right to an up to date copy of your Job Description. This document may be revised at any time by management, in the event of a revision you will be provided with a new copy which represents the new job description/duties. Only copies signed as approved by the General Manager are considered official. Employees must understand that Job Descriptions may be used as a basis for annual performance reviews.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date Signed