

TROLLEY OPERATOR

DEFINITION

Under general supervision, operates a transit trolley bus on designated and special routes ensuring the safe and timely transportation of all passengers; provides information to passengers concerning routes and schedules; performs pre-trip and post-trip inspections of the vehicle to ensure safe operation; and performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Transit Supervisor, exercises no supervision.

DISTINGUISHING CHARACTERISTICS

The Trolley Operator job classification is responsible for operating a transit trolley bus to ensure the safe and timely transportation of passengers on designated and special routes; providing information to passengers concerning routes, schedules, entertainment, and points of interest; performing pre-trip and post-trip inspections to identify any damage or defects to ensure safe operation and fueling the vehicle as needed; communicating effectively and monitoring passengers to ensure a positive ridership experience; exercising independent judgment in accordance with established policies and procedures; and performing related work as required.

Incumbents may be assigned to work any shift as directed including days, nights, evenings, weekends, and holidays.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but are not limited to, the following:

Operates a trolley bus on designated and special routes and complies with all traffic rules, regulations, laws, and procedures; picks up and transports passengers timely; maintains passenger counts; and assists passengers with boarding or disembarking as needed.

Operates wheelchair lift/ramp and ensures wheelchairs and other related equipment is secure for safe transit.

Provides information to the public concerning routes, schedules, entertainment, restaurants, and points of interest in the area; promotes trolley service to the public; reports and accounts for lost articles.

Operates Public Address system for ADA compliance by announcing the transfer points, major intersections, destination points, points of interest, orientational announcements, stops specifically requested by passengers, and other points so that individuals with visual impairments understand their location.

Operates cellular devices, a vehicle intercom system, radios and other communication devices as needed; completes various reports as needed, such as daily operation and accident reports.

Performs pre-trip and post-trip inspection of trolley bus and identifies any damage or defects in vehicle equipment for rider and driver safety and convenience; ensures vehicle is adequately fueled and refuels as needed; removes minor trash from the trolley bus as needed; reports all defects or deficiencies to the appropriate personnel.

Monitors passenger behavior and contacts appropriate personnel as necessary concerning transportation issues in a reasonable, timely manner to provide high quality services to passengers.

Performs assigned duties in a courteous manner and to ensure a positive passenger experience.

Maintains exterior and interior ancillary aesthetics such as seasonal décor.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Traffic laws, ordinances, and rules applicable to operation of a trolley bus.

Safety policies and safe work practices related to transit operation.

Local geography including streets, routes, and destinations within the City of Fresno.

Basic record keeping practices.

Principles and practices of effective customer service.

Skill/Ability to:

Operate a trolley bus and related equipment in a safe and efficient manner at all times.

Ensure passenger safety and a positive ridership experience.

Operate wheelchair lifts/ramps and assist passengers as needed.

Maintain cooperative working relationships and communicate with a diverse range of passengers using patience and courtesy.

Operate all standard equipment in transit vehicles including safety harnesses, restraints, and other equipment consistent with federal, state or local regulations.

Perform pre-trip and post-trip inspections to ensure the trolley bus and equipment is in a safe operating condition and report any deficiencies to appropriate personnel.

Communicate effectively both orally and in writing.

Prepare clear and concise reports, records, and other written materials.

MINIMUM QUALIFICATIONS

Education:

High School diploma, or GED equivalent.

Experience:

Three (3) years of licensed experience in the operation of motor vehicles and two (2) years of work experience involving direct public contact similar to that gained in retail sales, public service setting, or closely related field.

Special Requirement(s):

Possession and continued maintenance of a valid California Class B Driver's License with passenger endorsement is required at time of application.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 7/9/2024

NEW: SM:vp 7/1/2024