



MONTEREY-SALINAS TRANSIT

## Communications System Specialist

**Salary:** \$2,102.50 - \$3,043.15 Bi-Weekly  
Excellent benefits

**Posting Date:** March 14, 2019  
**Filing Deadline:** April 4, 2019

---

### **JOB SUMMARY**

Accurately and efficiently schedule personnel and equipment; controls and monitors operations using voice and data communication equipment.

### **ESSENTIAL FUNCTIONS**

Oversees and manages transit system operations using the Advanced Communications System; manages transit communications, radio calls and messaging systems; responsible for initiating corrective action to maintain transit schedules and verifying vehicle and system status; prepares work assignments for Coach Operators and assigns appropriate coaches; administers the Coach Operators reporting process and insures personnel are scheduled in accordance with the collective bargaining agreement; reviews and audits daily information for payroll; advises and assists Coach Operators with transfer connections, traffic and route detours; verifies Coach Operator preparedness; processes Coach Operator Personal Leave Requests; maintains bulletin board(s); compiles data for reports; answers phones; and serves as primary contact for MST's Coach Operators.

### **KNOWLEDGE & ABILITY**

Knowledge of: Transit operations, schedules and routes; MST policies and procedures; provisions of labor agreement; safety principles; training techniques; federal and state safety regulations. Demonstrate attention to detail and a high degree of accuracy in overall work product; proficient use of voice and data communications equipment; troubleshoot and help to solve operations-related problems using the communications system; remain calm and provide assistance during difficult situations; direct a timely and appropriate response for operational/customer problems; multi-task; effectively function in dynamic and changing work situations; provide support to Operations Department staff; accurately schedule Coach Operator personnel to insure coverage of shifts and routes in accordance with collective bargaining agreement, and MST policies / procedures; accurately read maps; write clearly and concisely; sit and use communications desk microphone and/or headphones for extended periods of time; demonstrate strong interpersonal skills; establish and maintain cooperative working relationships; and be a team worker.

### **SKILLS**

Operating radio communications equipment, transit equipment and vehicles. Use of; Windows™ based operating system, word processing, MS Outlook™, and other specialized communication and schedule/payroll software applications. Apply proper telephone and radio communications etiquette; effectively communicating in situations requiring tact and poise; and establish and promote excellent customer service.

### **MINIMUM QUALIFICATIONS & REQUIREMENTS**

Education and experience equivalent to completion of two years of accredited college level courses and a minimum of two years of transit experience or any equivalent combination of education and experience which provides the desirable knowledge, skills and abilities.

### **FILING**

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other segments of the selection process. Applications received after the deadline may be reviewed and kept on file for up to six months for future consideration. Applications may be obtained from our Administrative Office at 19 Upper Ragsdale, Suite 200 in Monterey, the Salinas Transit Center at 110 Salinas Street in Salinas; One Stop Shop at 201 Pearl Street in Monterey; or by visiting MST online at <http://www.mst.org>. Resumes will not be accepted in lieu of a completed application. **SUBMIT COMPLETED APPLICATIONS TO:** Monterey-Salinas Transit, Attention: Human Resources, 19 Upper Ragsdale Drive, Suite 200, Monterey, CA 93940.

### **ADA**

Candidates who qualify under protection of the Americans with Disabilities Act, and require a reasonable accommodation for applicant testing and/or examination, should notify the MST Human Resources at least one week prior to being scheduled for assessment.

**EQUAL OPPORTUNITY EMPLOYER / AFFIRMATIVE ACTION EMPLOYER**