Central Services and Administration



Public Transportation Management

Division Managers are often in charge of a geographic area or route system within a department. They ensure services are delivered effectively in a given area and coordinate with Department Directors to implement key policies and training

- ★ High school diploma or GED, three to five years of experience, BA preferred
- \$ \$\$\$\$ \$\$\$\$\$
- Division Director

Department Director

Department Directors manage the operations of a given department, such as rail or bus services. They provide strategic and policy direction, implement needed staff train and understand how large capital projects, regulations, and other large issues affect their

- ★ High school diploma or GED, five to seven years of experience, BA/BS in field relevant to the department preferred
- \$ \$\$\$\$ \$\$\$\$\$
- Operations Officer, Senior Manager

Chief Financial Officer

Chief Financial Officers lead the financial operations of transit agencies and other Public Transportation organizations. These workers set strategic financial direction for the agency and oversee everything from payroll and purchasing to grants, accounting, and the investment of agency funds

- **★** BA, 10 to 15 years of experience
- \$ \$\$\$\$\$
- ♣ Chief Accounting Officer

Assistant General Manager

Assistant General Managers provide key support to the General Manager. They may have direct oversight of day-to-day operational func

- ★ High school diploma or GED and 10 to 15 years of experience, BA preferred
- \$ \$\$\$\$-\$\$\$\$\$
- ♣ Chief Operating Officer

General Manager/CEO/Executive Director

Overseeing policies and operations, the General Manager, CEO, or Executive Director holds the top leadership position at a Public Transportation employer. These workers are the "face" of the organization, representing the agency in major communications to Manager carries out the vision set by the Board of Directors.

- High school diploma or GED and 10 to 15 years experience, BA/BS in Public or

Route Planning & Scheduling

Transportation Planning & Traffic Analysis

☐ Traffic Specialist

These skilled individuals use specialized software and planning techniques to analyze traffic patterns. Important for determining routes and schedules, as well as for planning capital projects, these workers help other planners see how the flow and timing of traffic will likely affect route and development plans. They analyze information on cyclists and pedestrians as well as vehicle traffic.

- **★** BA/BS in Transportation Planning, Master's degree preferred
- \$\$\$-\$\$\$\$
- ♣ Traffic Analyst

These specialized workers develop the route schedules for buses and trains based on an intimate understanding of traffic and riding patterns. They develop the precisely timed

- ★ High school diploma or GED, BA/BS in Urban or Transportation Planning
- \$ \$\$\$-\$\$\$\$\$
- Route Cutter

Transportation Planner

ansportation Planners help to develop the strategic plans for the development of new Public Transportation routes and projects. They use software and expertise to analyze perations and draft transportation and site plans for the use of land and physical facilities that maximize transportation objectives.

- BA/BS in Urban or Transportation Planning, Master's degree preferred \$ \$\$\$-\$\$\$\$\$
- ♣ Fleet and Capacity Planner, Planning Associate

Senior Transportation Planner

Senior Transportation Planners have broad knowledge of Public Transportation and strong project management skills to oversee the studies on Public Transportation use as well as vehicle, cycling, and pedestrian patterns. Study results are reported to managers and government officials. They analyze performance to optimize systems to meet agency goals and may have direct supervisory responsibilities for the planning and analysis team.

- years of experience
- \$ \$\$\$-\$\$\$\$\$

Services Contract Manager

Contract management is becoming an increasingly important aspect of the Public ortation industry, as agencies meet increasing demands for service by contracting out to private providers. The Services Contract Manager must cultivate and oversee the relationship between the transit agency and the firm providing service, and is ilso responsible for monitoring delivery of services in compliance with the contract. This professional oversees the drafting, planning, and coordination of fixed-route privatization contracts. The Services Contract Manager conducts quality oversight to ensure quality of service in accordance with agency expectations, and also ensures the contractor is complying with all relevant rules and regulations required of the agency, such as

- BA/BS in Transportation, Business, or Public Administration, or a related field, or equivalent work-related experience
- \$ \$\$\$\$-\$\$\$\$\$
- Manager, Contracted Services; Contracts Manager

Crew Service Planning & Scheduling

orkers in these jobs must be comfortable using computers and typing quickly. They enter data from records and reports using a data entry device, which is usually a computer but sometimes includes other specialized machinery. Duties may include verifying data and preparing materials for printing.

- ★ High school diploma or GED \$ \$-\$\$
- 2 Clerk, Data Entry Assistant

Crew Callers are the frontline workers responsible for ensuring trains and other vehicles have the right number of workers available for all shifts. If a worker is sick, Crew Callers contact other workers to find replace

- ★ High school diploma or GED, experience in customer service or operations dispatch helpful
- \$ \$-\$\$
- Shift Caller

Schedule Maker

Schedule Makers develop crew schedules for buses, trains, and other vehicles based upor worker availability, seniority, and labor agreement provisions in an organized labor

- ★ High school diploma or GED, three to five years of experience in operations or scheduling
- \$ \$-\$\$
- Scheduler

☐ Scheduling Manager

Scheduling Managers assign vehicle operator and crew schedules. Working with an intimate knowledge of routes and shift requirements, these workers manage a complex and shifting set of schedules that must be precisely correct to keep Public Transportation

- High school diploma or GED, five to seven years of experience in operations

Capital Project Development & Planning

Equipment Planning & Purchasing

Equipment Purchasing Agent

- Workers in this occupation prepare the documents needed to purchase equipment at a Public Transportation agency. They interact with vendors and the agency's purchasing department, and they track the delivery of orders made.
- BA in Business Administration, Sales, or Marketing, high school diploma or GED and experience may be substituted

\$ \$\$\$-\$\$\$\$\$

Principal Equipment Planner Principal Equipment Planners use software to forecast and track agency needs for new equipment and major supplies, from buses and train cars to construction materials and ols. They supervise the work of Equipment Planners and Purchasing Agents and report to the Equipment Planning Manager

- **★** BA, three to five years of experience

Equipment Planning Manager

ese Supervisors oversee the planning and ordering of major equipment used in Public Fransportation agencies. They interact with Public Transportation agency managers to determine operational needs and make presentations on equipment plans and purchasing needs to management and others

BA, five to seven years of experience \$ \$\$\$-\$\$\$\$\$

Other Capital Project Occupations

Capital Program Planner

- Capital Program Planners develop site plans that involve the placement of buildings and other structures within municipal, county, or state boundaries. They apply knowledge of local zoning laws and restrictions, and other regulations affecting development. They also develop visual reports presenting site plans and recommend
- ★ BA/BS in Urban Planning, Master's degree preferred
- \$ \$\$\$-\$\$\$\$\$
- Capital Projects Planner

☐ Architect/Engineer

Architects/Engineers provide the technical and creative detail that construction managers and their crews need to carry out a building project. They draw technical plans and provide creative direction. Engineers work to design internal systems for a Public ransportation structure, from HVAC to electrical systems. These workers also provide the detailed specifications that construction personnel need to build.

- ★ BA/BS
- \$ \$\$\$-\$\$\$\$\$

Capital Funding Agent

nese workers write the grant applications required for some types of competitive funding for building projects. They interact with department staff to understand funding needs, write effective grant requests, network with policymakers and grant funders, and ensure the completion of grant-related paperwork.

- \$ \$\$-\$\$\$\$\$ ■ Grant Writer

Public Affairs Manager for Capital Projects

Building new structures can generate controversy within communities. Some Public tation agencies hire specialists to communicate with the public and government officials about the benefits and challenges of Public Transportation building projects.

★ BA/BS and prior experience preferred

☐ Chief Sustainability Officer

ome employers are creating new "green" occupations to reduce their environmental impact. Chief Sustainability Officers track environmental standards and regulations, forecast agency needs, and create and coordinate plans, practices, and programs that educe energy and fossil fuel usage, eliminate waste, or otherwise contribu sustainable environmental practices. A new and emerging occupation, Chief Sustainability Officers may have various titles and may be found performing similar uties in a range of job groups. Often, workers with traditional job titles, such as Engineer and Architect, Construction Manager, Senior Facilities Maintenance Supervision and Supervisor of Equipment Planning, may perform some or all of the duties of a Chief

- **★** BA/BS, MA/MS and managerial experience strongly preferred; LEED AP certification
- \$\$\$\$\$\$

Construction Manager These individuals are the key planners

Transportation facilities. They interact with architects and engineers, as well as suppliers, government officials, and others involved in the construction process. They overse struction crews and contractors and provide the strategic direction for large Public Transportation construction projects.

- **★** BA/BS in Construction Management or Construction Engineering

Public Transportation Business Occupations

Public Transportation includes jobs relevant in any type of business. This section contains a sampling of these jobs. Salaries and requirements are similar to those in other industries and while knowledge of the industry is preferred, many of the skills needed are less transportation specific than in other areas of transit. Depending on the size of the employer and other factors, the organization of these areas may be different than what appears below and may include more or fewer of these occupations.

Customer Service & Sales

- ☐ Customer Service Representative ⑤ \$-\$\$
- ☐ Ticket Sales Agent ⑤ \$
- ☐ Assistant Customer Service Supervisor ⑤ \$\$-\$\$\$\$
- ☐ Assistant Ticket Sales Supervisor **⑤** \$\$-\$\$\$\$ Customer Service Manager \$ \$\$-\$\$\$\$ ☐ Ticket Sales Manager ⑤ \$\$-\$\$\$\$

Marketing & Public Affairs

- ☐ Communications Representative ⑤ \$\$-\$\$\$\$\$ Marketing & Design Representative \$ \$-\$\$\$
- **☐** Government Relations Specialist **⑤** \$\$-\$\$\$\$\$ Assistant Marketing Manager \$ \$\$-\$\$\$
- ☐ Marketing Manager **⑤** \$\$-\$\$\$ ☐ Manager of Government Affairs & Community Relations

Human Resources

\$ \$\$-\$\$\$\$\$

- ☐ Human Resources Associate **⑤** \$-\$\$\$
- Labor Relations Representative \$ \$\$-\$\$\$\$ Compensation/Benefits Analyst 🖫 \$-\$\$\$\$
- Manager of EEOC and/or ADA Compliance \$ \$\$\$-\$\$\$\$ Human Resources Manager \$ \$\$\$\$\$

Administrative & Support Occupations

☐ Mail Courier ⑤ \$-\$\$ Administrative Assistant \$ \$-\$\$

Executive Assistant \$ \$\$-\$\$\$

Office Manager \$ \$\$-\$\$\$\$ **Professional Development Training**

- **Occupations**
- **○** Senior Training Specialist **⑤** \$\$\$\$\$ ☐ Employee Development Specialist ⑤ \$\$-\$\$\$\$

☐ Training Manager ⑤ \$\$\$\$\$

- Finance & Accounting
- ☐ Money/Fare Counter ⑤ \$
- Payroll Analyst 🔋 \$-\$\$\$ Staff Accountant \$ \$\$\$-\$\$\$\$
- Payroll Administrator 💲 \$\$\$-\$\$\$\$\$
- Accounting Supervisor \$ \$\$\$-\$\$\$\$
- Comptroller \$ \$\$\$\$-\$\$\$\$\$
- ☐ Internal Auditor ⑤ \$\$\$-\$\$\$\$ ☐ Senior Internal Auditor ⑤ \$\$\$-\$\$\$\$\$

☐ Manager of Internal Auditing **⑤** \$\$\$-\$\$\$\$

- ☐ Lawyer/General Counsel **⑤** \$\$\$\$\$ ☐ Real Estate Asset Manager ⑤ \$\$\$\$-\$\$\$\$

Chief Counsel \$ \$\$\$\$\$ **Purchasing**

- Purchasing Support Assistant \$ \$-\$\$
- Assistant Purchasing & Contracts Manager \$ \$\$\$-\$\$\$\$\$ Purchasing & Contracts Manager \$ \$\$\$-\$\$\$\$

Health & Safety

- System Safety Specialist \$ \$\$\$-\$\$\$\$ Occupational Health & Safety Specialist/Supervisor \$ \$\$\$-\$\$\$\$\$ Occupational Health & Safety Officer/Manager 💲 \$\$\$-\$\$\$\$

Insurance & Risk Management

- ☐ Assistant Claims Representative ⑤ \$-\$\$
- Claims Representative \$ \$\$-\$\$\$
- ☐ Senior Claims Officer ⑤ \$\$\$\$-\$\$\$\$ ☐ Manager of Risk & Loss ⑤ \$\$\$\$\$\$

Information Technology

○ Workman's Compensation Officer **⑤** \$-\$\$\$\$

☐ Computer Specialist **⑤** \$\$-\$\$\$\$

☐ Information Technology Manager ⑤ \$\$\$\$\$

☐ Information Systems Senior Manager ⑤ \$\$\$\$\$

Table 18: Employee Work Hours and Employe 2008 National Transit Database Report,

O*NET Online http://online.onetcenter.org/

nttp://www.publictransportation.org

American Public Transportation Association

2010-11 Edition, Bureau of Labor Statistics Occupational Outlook Handbook (OOH),

Wages by Area and Occupation, Bureau of Lab

ources, which also provide additional resource terviews with Public Transportation experts. he information in this guide was gathered fron Sources & Additional Resources

funded by the Federal Transit Administration. The State University of New Jersey. Design servic enter for Workforce Development at Rutgers,

ssponse transportation, capital planning, and ther administrative functions. The rate of hat public agencies perform elsewhere. The mo ntractors perform some or all of the functions ntrast, fewer services may be available and nodal transportation. At a small agency, by gencies, for example, may plan, design, finance oase served, and other factors. Large metropolit of transportation offered, services performed vorkforce, but they vary greatly in size, types agencies and contractors in a region. Public trar at a typical large, metropolitan public transit agency, or across a mixture of smaller public overview of the types of work that may be foun nterviews with experts, this guide provides an

Based on a review of available jobs data and

The State University of New Jersey for Workforce Development at Rutgers, union affiliation, size of employer) A product of the John J. Heldrich Cente o Broad salary range (varies by region,

> NOITAATZINIMQA TIZNAAT FUNDED BY THE FEDERAL

A GUIDE FOR JOB SEEKERS



obs in the industry are unionized, especially those 15 well as other benefits. In fact, a large number of provide educational opportunities for their worker to higher-level positions. Luckily, many employers and/or a college degree is often needed to move impact in their communities. Advanced training and workers gain satisfaction from making an seniority is rewarded with better pay and schedule vehicle operations and repair jobs. Over time, and weekend schedules are common for frontline formal educational requirements, but long hours different areas! Entry-level Jobs often have few job group, or you can explore jobs in several you can choose to work your way up in a particula Career paths in Public Transportation are flexible -

o Educational requirements

20 Job Groups and Key Skills

A sampling of common occupations,

4 Functional Areas of Public Transportation

ransportation careers and to create a platform

uide to build a basic understanding of Public

op seekers, students, and others can use this

o Short description

he guide identifies:

or further research.

ow to Use this Guide

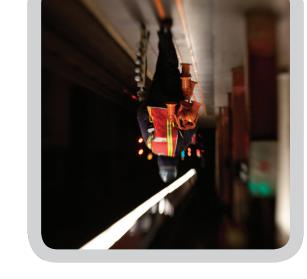
n public transit agencies.

strategically plan green projects and purchases. use biofuel to Chief Sustainability Officers who Vehicle Mechanics who work on engines that technologies and sustainable practices, from as the industry transitions to fuel efficient perform other duties. More jobs are "going green' equipment, address marketing and sales, and workers also repair vehicles, count fares, purchase may think first about bus or rail operators, but can help keep your community on the move! You contractors of Public Transportation services, you public transit agency or with one of the many career in Public Transportation. Working in a Whatever your interests, you can find a meaningful









Key skills that nearly all workers in all levels of jobs in the industry require include **Basic Academic and Work Readiness Skills** (Including Punctuality): High school level reading

in vehicle operations

Agency Policies, and Other Legal Requirements: and other applicable laws. Many workers, especially vehicle operators, must pass background checks and

and professional development staff offer training to Public Transportation workers at all levels. Workers are expected to continually improve their skills and knowlregulations, rules, and technology.

types of computer technologies **Decision-Making and Problem-Solving Skills:** Public Transportation is a fast-moving industry that requires nearly all workers to solve problems in their field. Workers must take initiative and contact supervisors

Safety and Health Skills: In Public Transportation, workers are entrusted with moving members of the public safely to their destinations. All workers must be keenly aware of health and safety precautions to protect themselves, their co-workers, and the public.

for many entry-level jobs, the ability to develop strong supervisory and leadership skills is key to getting promoted and advancing to higher levels of compensation in Public Transportation. At some point, nearly all workers will need these skills.

0

VEHICLE OPERATIONS (6 OUT OF 10 JOBS) Over half of all jobs in the nation's large urban public transit agencies (over 150,000 jobs!) are in Vehicle Operations (National Transit Database, 2008). Many more of these jobs can be found at smaller agencies and contractors. A diverse group of workers ensures that everything—from buses and trains to ferries and other vehicles—run safely and on time. Some common unions in the operations area include the Amalgamated Transit Union; the United Transportation Union; the Transport Workers Union; the American Federation of State, County, and Municipal Employees; the Marine Employees' Commission: the Service Employees International Union: Seafarers International Union of North America; and the Inlandboatmen's Union of the Pacific.

VEHICLE MAINTENANCE (2 OUT OF 10 JOBS) About 20% of those at large urban transit agencies, or nearly 50,000 people, work in Vehicle Maintenance (National Transit Database, 2008), These workers, who can also be found at smaller agencies and contractors, are responsible for keeping buses, commuter trains, subway cars, and other vehicles moving. Workers in these jobs repair, inspect, clean, and otherwise maintain Public Transportation vehicles as well as oversee the inventory of parts and tools needed to keep vehicles operational. Examples of unions active in the Vehicle Maintenance area, especially in transit agencies, include

the Amalgamated Transit Union, the Service Employees

Signalmen, and the American Federation of State,

International Union, the Brotherhood of Railroad

(1 OUT OF 10 JOBS)

County, and Municipal Employees. **FACILITIES. TRACK. & ROAD MAINTENANCE JOB GROUPS**

Non-Vehicle Maintenance positions make up about 11% of jobs in urban transit agencies, or over 28,000 jobs, according to the National Transit Database (2008). Also found at other types of Public Transportation employers, these individuals maintain the facilities and other equipment Public Transportation employers are responsible for—from buildings, to signs and signals, to railroad tracks. This area includes building technicians and other skilled workers who maintain Public Transportation-related equipment. Key unions active in the Facilities, Track, & Road Maintenance area include the Amalgamated Transit Union, the Service Employees International Union, the International Brotherhood of Electrical Workers, and the American Federation of State, County, and Municipal Employees.

CENTRAL SERVICES AND ADMINISTRATION (1 OUT OF 10 JOBS)

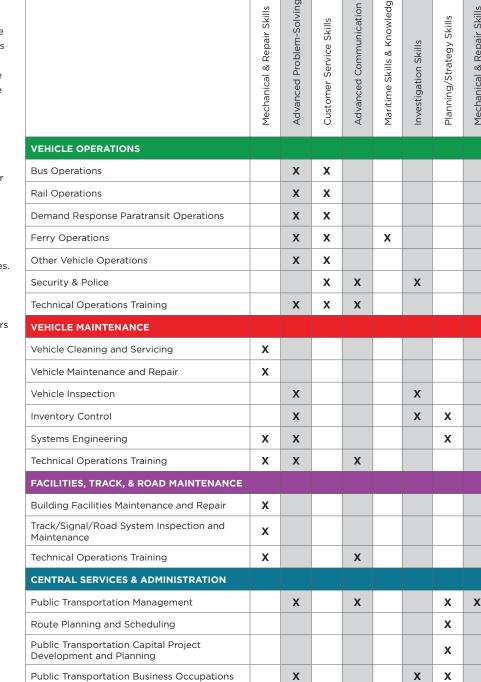
Central Services and Administration has the fewest number of jobs in the Public Transportation industry, but is one of the most diverse areas with regard to the types of jobs available and skills required. According to the National Transit Database (2008). this area accounts for just 10% of all jobs at urban transit agencies Rural agencies differ greatly from their larger, urban and suburban counterparts in terms of the number and structure of Central Services and Administration jobs. At smaller agencies and contractors, workers often perform several roles at once, while jobs are more specialized and diverse at large, multimodal agencies. Entry-level workers may belong to the Office and Professional other labor unions, but many workers in this area are managers and professionals who are not eligible for union membership. Further. several functions in this area may

KEY SKILLS FOR PUBLIC TRANSPORTATION

The following table demonstrates

be contracted services

key skills that are needed for many, if not all, occupations in the 20 Job Groups found across 4 Functional Areas in Public Transportation.





FUNDAMENTAL SKILLS FOR **PUBLIC TRANSPORTATION JOBS**

and math, basic communication and interpersonal skills, and other basic skills are important. Punctuality is especially important in Public Transportation, particularly

Understanding Public Transportation Regulations,

Workers must be knowledgeable about traffic, vehicle operation, and other regulations that apply to their jobs. as well as be aware of agency policies and procedures

Lifelong Learning: Public Transportation trade unions

Computer Skills: Workers at all levels need at least basic computer literacy skills to operate on-board vehicle computers, digital diagnostic equipment, and other

when necessary, but may need to solve problems ranging from mechanical failures to passenger disruptions quickly

Leadership and Supervisory Skills: While not required





SYMBOL **LEGEND:**

- Qualifications

Alternate Titles

Salary Range

SALARY

LEGEND:

Ũ

Below \$30,000 = \$ \$30,000 to \$39,999 = \$\$ \$40,000 to \$49,999 = \$\$\$

\$50,000 to \$59,999 = \$\$\$\$

Over \$60,000 = \$\$\$\$\$

\$ \$\$-\$\$\$\$ ♣ Field Supervisor

Bus Operation

Bus Operator

Bus Dispatcher

\$ \$-\$\$

Dispatcher

☐ Bus Traffic Controller

☐ Bus Operations Manager

These workers oversee the bus operations area and dispatchers and interact with higher-level management to ensure smooth operations. They also oversee budgets and hiring, coordinate policies with agency standards, and develop cost containment procedures. This position usually deals with issues requiring disciplinary action.

★ High school diploma or GED and five to seven years of experience

With the most visible job in Public Transportation, Bus Operators do

more than drive. They ensure passenger safety, keep to route schedules,

such as running special trips, helping disabled riders, loading baggage,

★ High school diploma or GED, valid driver's license, CDL preferred

These workers keep buses and bus drivers moving. They make driver and bus

assignments and communicate with drivers on the road through a growing

array of technologies. They also communicate with maintenance regardin

equipment. When buses return, dispatchers check them in and handle trip

record keeping. This fast-paced job requires workers who can work well

★ High school diploma or GED, bus operator experience preferred

Bus Traffic Controllers oversee bus operators, inspect buses, conduc

High school diploma or GED and two to five years of experience

investigations, and respond to vehicle emergencies. They manage and

document accidents in the field, and coordinate with maintenance staff

as needed. Some also monitor bus activity via Automated Vehicle Locating

Systems. They may have responsibility for tracking the performance of a

subset of operators and communicating with them at scheduled intervals.

supervisory courses preferred, valid driver's license, CDL preferred

Bus Driver, Motor Coach Operator

communicate with dispatchers and customers, and perform other duties

- \$ \$\$\$\$-\$\$\$\$\$
- Manager of Operations Department

☐ Bus Operations Superintendent

Superintendents serve as liaisons between direct hiring managers and division and department leadership. They develop and implement policies and manage day-to-day operations within the bus operations division.

- ★ High school diploma or GED and two to four years of experience,
- \$ \$\$\$\$-\$\$\$\$\$
- Supervising Manager

Rail Operation

☐ Rail Yard Engineer/Switch Operator These workers ensure that rail cars are moved efficiently into, out of, and around the rail yard. Switch Operators operate railroad switches in the

- yard, while Rail Yard Engineers remotely operate trains to reposition them ★ High school diploma or GED, valid driver's license, CDL preferred

☐ Conductor/Yardmaster Conductors coordinate train crew activities on commuter trains, make announcements, interact with passengers, collect tickets and fares, and issue

- citations to those without fare. They also often perform Yardmaster duties, moving trains in the train yards and coordinating crews that handle car switches and repairs. Work occurs in shifts, including early morning, late ★ High school diploma or GED, future requirements may include passing
- a license exam, valid driver's license, CDL preferred
- Locomotive Engineer

Locomotive Engineers drive trains that are powered by diesel-electric locomotives, though some run on other power sources, including green sources such as biodiesel. They check train equipment and monitor gauges to ensure safe and efficient operation.

- ★ High school diploma or GED and related railroad experience preferred, must pass engineer license exam
- \$ \$\$-\$\$\$\$
- 2 Commuter Train Operator

☐ Heavy Rail/Subway Operator

Heavy Rail and Subway Operators operate rail cars on a fixed rail system with frequent stops. Often automated by computers, subway trains are in some ways less involved than locomotives. However, operators of these vehicles must complete extensive training, often work independently, and be alert to track signals, potential maintenance problems, and obstacles or the track. They must communicate with supervisors and dispatchers, and

- ★ High school diploma or GED, valid driver's license, CDL preferred \$ \$\$\$-\$\$\$\$
- ☐ Light Rail/Streetcar Operator

Operators of these vehicles often work alone and must be alert to track signals, potential maintenance problems, and obstacles on the track. They must make announcements, operate doors, and communicate with dispatchers and supervisors. Light Rail/Streetcar Operators operate in mixed traffic and must be alert for other vehicles and pedestrians as well.

★ High school diploma or GED, valid driver's license, CDL preferred

Train Dispatchers ensure trains arrive safely and on time. Scheduling and monitoring the movements of the train, Dispatchers control train traffic and communicate routine and emergency information to train operators

- ★ High school diploma or GED, experience as a train operator is helpful
- Dispatcher

Vehicle Operations

Station Manager

These experienced Public Transportation workers ensure the safe and efficient operations of train stations in collaboration with agency staff,

- ★ High school diploma or GED and five to eight years of experience or a BA/BS and experience, valid driver's license, CDL preferred
- Station Operator

☐ Rail Operations Superintendent

- ndents serve as liaisons between direct hiring managers and division and department leadership. They develop and implement policies and manage day-to-day operations within the rail operations division.
- ★ High school diploma or GED and two to four years of managerial experience plus five to eight years of experience, BA preferred, valid driver's license, CDL preferred
- \$ \$\$\$\$-\$\$\$\$\$
- Station Operator, Supervising Manager

Demand Response Paratransit

Paratransit Vehicle Operator

Paratransit vehicles can be minibuses, vans, or other smaller vehicles. In addition to driving such vehicles, Paratransit Vehicle Operators generally rovide more assistance to passengers, many of whom have a disability, than regular Bus Operators. They may need to operate wheelchair lifts and other

- ★ High school diploma or GED, valid driver's license, CDL preferred
- \$ \$-\$\$\$
- Paratransit Driver

□ Paratransit Scheduler

Paratransit Schedulers have a complex job. They must schedule customized pickups of seniors, individuals with disabilities, and other passengers; plan and schedule driver routes; and communicate with drivers. These workers use specialized scheduling software, ensure adherence to ADA regulations,

- ★ High school diploma or GED, AA degree preferred
- Dispatcher

☐ Travel Training Specialist Travel Training Specialists ensure riders qualify for paratransit services, assess their ability to use Public Transportation, and develop transportation plans for qualified paratransit users. These Specialists may also provide training to

- paratransit users to help them know how to use the Public Transportation ★ High school diploma or GED, AA degree preferred, valid driver's license, CDL preferred
- \$\$-\$\$\$

Paratransit Manager

Paratransit Managers oversee paratransit operations, to ensure safe and efficient service. Responsibilities include scheduling, training, and monitoring paratransit staff.

- ★ High school diploma or GED, BA degree preferred, three to five years
- \$\$\$\$\$
- Paratransit Director

Ferry Operations

☐ Able-Bodied Seaman

Able-Bodied Seamen report to the Mate or the Captain and are the highest-ranking unlicensed worker. They carry out docking procedures complete minor repairs, and may watch for obstacles in the path of the vessel.

- ★ High school diploma or GED preferred, U.S. Coast Guard certificate,
- \$ \$-\$\$\$
- Boatswain, Quartermaster

Mates assist with navigation of the vessel and with operations on the deck, including docking of the vessel. There can be up to four levels of mates on a ship, each with successive levels of responsibility. First Mate is the senior mate

- ★ High school diploma or GED preferred, U.S. Coast Guard License, Z-card, MMD, or STCW 95, experience required
- **■** Fourth Mate, Third Mate, Second Mate, First Mate, Assistant Captain

Ferry Captains command vessels large and small to carry passengers and/or vehicles across waterways. They also oversee a crew of deckhands, seamen. ★ High school diploma or GED, U.S. Coast Guard License with first-class

- pilot endorsement, STCW 95 (varies), experience preferred, TWIC card, GMDSS, MMD
- Ship Captain

Other Vehicle Operations

Other Motor Vehicle Operator

Some Public Transportation agencies need workers to operate vehicles such as road-based trolleys, taxis, incline vehicles, or other less commonly used vehicles. Training is generally provided and job duties are similar to Light Rail and Subway (Heavy Rail) Operators or Bus Operators.

- ★ High school diploma or GED, valid driver's license, CDL preferred \$ \$-\$\$\$
- ♣ Trolley Bus Operator, Taxi Driver, Shuttle Driver

Other Water Vessel Operator

- Besides ferries, which operate with a fairly large crew, some agencies operate shore boats or small craft water taxi services. Small watercraft operators generally work alone on the vessel, or with a deckhand or two, but may be supported by dispatchers, ticket sales workers, and other workers stationed
- ★ High school diploma or GED, U.S. Coast Guard certificate, Z-card, MMD, or STCW 95, TWIC card
- \$ \$\$\$-\$\$\$\$\$
- **⚠** Water Taxi Operator, Seaman

Security & Police

☐ Security Guard

Security Guards patrol, secure, or monitor Public Transportation buildings to prevent theft, violence, or infractions of rules. Guards usually work shifts of eight hours or longer and are often on call in case of emergence

- ★ High school diploma or GED, no criminal record
- \$ \$-\$\$\$\$
- Security Officer, Public Safety Officer

Police Officer

Police Officers patrol Public Transportation facilities, investigate suspicious activities, intervene to stop criminal acts, inspect baggage or cargo, enforce fare collection, and screen passengers to detect and prevent potentially dangerous objects from being transported into agency facilities or vehicles. Public Transportation Police may work with trained dogs or have special

- ★ High school diploma or GED, valid driver's license, and firearm qualified \$ \$\$\$-\$\$\$\$\$
- Transit Police Officer

Lieutenant

- Lieutenants report to higher-level police administrators and are tasked as zone commanders, watch commanders, or commanding officers of a specific unit. They manage the unit's activities and provide support to other
- **★** BA degree, MA preferred, five to eight years of experience, valid driver's

Security Manager

- Security Managers supervise security and police personnel. These security professionals may manage multiple locations simultaneously, including off-site locations. They also manage communications with local law
- **★** BA with 6 to 10 years of experience in security management, valid driver's license
- \$ \$\$\$\$\$

Police Chief

\$ \$\$\$\$\$

- Police Chiefs are responsible for managing the agency police force; developing and implementing policy; and developing and maintaining budgets, strategic plans, and emergency management protocols. They communicate with Lieutenants to review and monitor departmental performance, manage community and passenger relations and any
- complaints, and provide guidance and leadership. ★ BA degree, MA preferred, 8 to 10 or more years of experience, valid driver's license, and firearm qualified

Technical Operations Training

☐ Technical Operations Trainer

These workers provide hands-on technical and safety training to Vehicle Operators and other frontline workers in Vehicle Operations. They train workers on company policies and applicable regulations, as well as

- demonstrate and evaluate operators' skills and qualifications for promotion ★ High school diploma or GED, BA degree preferred, 10 years operator experience preferred, valid driver's license
- \$ \$\$-\$\$\$\$
- Training or Safety Specialist

☐ Technical Training Supervisor These workers plan, direct, and coordinate training and evaluation activities in Vehicle Operations. They supervise Technical Trainers, research new training materials, and interact with management staff to understand agency priorities and to communicate on Vehicle Operations training activities.

- BA degree preferred, three to five years of technical training experience in Public Transportation, valid driver's license
- \$ \$\$-\$\$\$\$
- ♣ Training Supervisor

Vehicle Maintenance

\$ \$\$\$\$\$

\$ \$\$-\$\$\$\$

Vehicle Cleaning & Servicing

☐ Vehicle Cleaner

Vehicle Cleaners make buses, trains, and other vehicles shine! These workers ensure that vehicles impress riders and meet high standards for cleanliness and general rider safety. They operate cleaning equipment, use cleaning solutions, and dispose of waste materials. These workers can advance to other positions through internal training programs.

- ★ High school diploma or GED
- \$ \$

○ Vehicle Fueler

Vehicle Fuelers perform the routine services necessary for buses, trains, and other vehicles to run safely and efficiently. From filling fluids to changing oil or lubricating parts, these workers work with vehicle mechanical systems and maintenance personnel

- ★ High school diploma or GED
- \$ \$

Vehicle Maintenance & Repair

☐ Maintenance Helper

Maintenance Helpers assist their supervisors with whatever needs to be done to maintain vehicles. Responsibilities can include transporting tools, making sure all equipment is working properly, and keeping the work environment clean and organized.

- High school diploma or GED, some exposure to vehicle maintenance \$ \$-\$\$
- Maintenance Laborer Maintenance Technician

Maintenance Technicians use computerized diagnostic systems to dentify problems, and then put their mechanical and electrical skills to work repairing engines and electronic systems on increasingly complex buses, trains, and other vehicles. They are responsible for both

- High school diploma or GED, ability to obtain a valid driver's

O Vehicle Maintenance Manager

Vehicle Maintenance Managers provide day-to-day supervision of the tasks of vehicle repair, cleaning and servicing, and inspection workers. Supervisors may also train staff and organize schedules.

- ★ High school diploma or GED and five to seven years of experience, vocational school training in engine repair preferred, ability to obtain valid driver's license
- \$ \$\$\$-\$\$\$\$\$ **○** Vehicle Maintenance Superintendent
- erintendents serve as liaisons between direct hiring managers and division and department leadership. They develop and implement
- policies and manage day-to-day operations within the Vehicle
- ★ High school diploma or GED and two to four years of experience,
- Vehicle Inspection

○ Vehicle/Train Car Inspector Vehicle/Train Car Inspectors look for problems on Public Transportation

- vehicles that can affect performance and safety. They then follow up to make sure needed repairs are done and documented and that regular e-business applications. maintenance is performed properly. High school diploma or GED, two to four years of vehicle maintenance experience, ability to obtain valid driver's license,
- Inventory Analysis and Control Specialist **○** Vehicle Inspection Supervisor Vehicle Inspection Supervisors oversee the work of inspectors, schedule
- O Systems Engineer High school diploma or GED and three to five years of experience Systems Engineers look at Public Transportation systems as a whole, valid driver's license preferred mindful of the parts that work together to affect service. They perform
- \$ \$\$\$-\$\$\$\$\$

vocational school training or AA preferred

inspections, and interact with maintenance managers and other agency

supervisors. They also develop policy and training plans for inspector

Inventory Control

Stock Laborer Stock Laborers ensure that parts and tools are accounted for, stocked, and ready to use. They assist Parts Clerks with stocking, inventory, and

- maintaining of equipment logs. ★ High school diploma or GED, some exposure to vehicle maintenance
- \$ \$
- Helper

O Parts Clerk

- Parts Clerks use computers to unpack, organize, and track inventorie of tools, parts, and supplies. They provide vehicle repair workers and others with the resources they need.
- ★ High school diploma or GED and one to two years of parts experience, valid driver's license
- \$ \$-\$\$
- Store Clerk and Order Filler, Office Clerk

☐ Inventory Control Specialist Inventory Control Specialists organize tracking of materials, equipment, tools, and vehicles. They determine the correct amount of supplies to

order and may do so through increasingly sophisticated analysis and

- ★ High school diploma or GED and three to five years of parts experience or BA/BS and experience preferred, CPIM or CPM
- Systems Engineering

Transportation Engineer

complex analyses of IT systems, transportation infrastructure, energ

- use, fleet operations, and other factors affecting Public Transportation service, including forecasting and risk analysis.
- **★** BS or BA in Engineering or related field \$\$\$-\$\$\$\$

O Senior Systems Engineer

Senior Systems Engineers supervise the development of engineering plans for Public Transportation systems in collaboration with a team of Systems Engineers. Senior Systems Engineers are experienced, educated professionals who guide Public Transportation managers in making

- BS, five to seven years of experience, MA preferred
- \$\$\$-\$\$\$\$
- **▲** Senior Transportation Engineer

Technical Operations Training

☐ Technical Operations Trainer

These workers show Vehicle Maintenance specialists hands-on skills They train new maintenance workers on proper inspection and safe operation of vehicles, evaluate maintenance skills for job promotions and state certifications, increase proficiency, ensure training records are maintained, and administer appropriate tests. They also conduct refresher-training courses and sometimes work with simulators.

Technical Training Supervisors are typically former trainers. They plan,

- ★ High school diploma or GED, 5 to 10 years of maintenance experience
- \$ \$\$-\$\$\$\$
- ♣ Training or Safety Specialist ☐ Technical Training Supervisor
- direct, and coordinate the agency's training and development activities within the job groups.
- High school diploma or GED, three to five years of Public Transportation training experience, BA/BS preferred \$ \$\$-\$\$\$\$
- Safety Specialist, Training Coordinator

Facilities, Track, & Road Maintenance the industry Facilities, Track, & Road Maintenance

Building Facilities Maintenance Facilities Maintenance Supervisors oversee the work of janitors and

- Janitor/Cleaner & Maintenance Helper anitors/Cleaners keep Public Transportation facilities clean. They clean
- observe and help with minor maintenance tasks and gradually learn each of the duties associated with the position. Tasks may include organizing or gathering tools, making small repairs, or checking

make sure doors are locked and equipment is unplugged. They

windows and restrooms, empty trash, report need for repairs, and also

★ High school diploma or GED preferred

Various skilled technicians maintain Public Transportation equipmen

and facilities. Some of the more common technicians include HVAC

preferred, but most training is provided on the job

- Building Maintenance Laborer, Junior Maintenance Worker, Buildings Worker Building Maintenance Technician
- technicians that handle the heating and cooling mechanisms of buildings, Escalator/Elevator Specialists, Certified Electricians, and others ★ High school diploma or GED, vocational training in specialty area
- 1 HVAC Technician, Elevator/Escalator Technician, Electrician, others

Facilities Maintenance Supervisor

- maintenance technicians. They handle workers' schedules, ensure work is performed properly, keep records, prepare reports, and develop and ★ High school diploma or GED and three to five years of experience. vocational training, or AA degree preferred
 - ▲ Maintenance Assistant Manager Facilities Maintenance Manager Facilities Maintenance Managers are in charge of all workers, contracted
 - other managers inside and outside of the department ★ High school diploma or GED and five to seven years of experience,
- vocational training, or AA degree preferred
- Building, Facilities, Maintenance, &
- policies and manage day-to-day operations within the Facilities, Track, ★ High school diploma or GED and two to four years of experience,

division and department leadership. They develop and implement

personnel, and tasks in the facilities maintenance area. They establish and revise policies and communicate about maintenance issues with

Senior Maintenance Manage Repair Superintendent

endents serve as liaisons between direct hiring managers and

- \$\$-\$\$\$\$ Supervising Manager

BA preferred, valid driver's license

Track/Signal/Road System Inspection & Maintenance

hard work, which is usually done at night after service is finished, and requires a lot of travel within the Public Transportation rail system. Much of the necessary training is completed on the job.

Tie Gang Laborers maintain and repair railroad tracks and ties. This is

Railroad Signal Maintainers keep a close eye on Public Transportation

★ High school diploma or GED, valid driver's license, must pass trade certification in burning or flame cutting of metals

Tie Gang Laborer

Track Serviceperson

agency signals, from the station to railroad crossings. Maintainers use electrical skills to install, repair, maintain, and diagnose problems on traffic/rail signals and electrical switches. ★ High school diploma or GED

Railroad Signal Maintainer

■ Signalman, Switch Operator, Track Signal Repairer Roadmasters supervise track maintenance personnel to ensure the safety, timeliness, and efficiency of rail transportation. They

communicate with their counterparts in neighboring territories.

★ High school diploma or GED and three years of experience, BA

- preferred, valid driver's license, supervisory experience preferred
- Road Supervisor

Technical Operations Training

Technical Operations Trainer Technical Operations Trainers train new maintenance workers on proper inspection and safe operation of facilities and tracks, evaluate tenance skills for job promotions and state certifications, increase proficiency, ensure training records are maintained, and administer appropriate tests. They also conduct refresher training courses and

★ High school diploma or GED, 5 to 10 years of operator experience,

direct, and coordinate the agency's training and development activities

- Training Specialist Technical Training Supervisor Technical Training Supervisors are typically former trainers. They plan,
- ★ High school diploma or GED, three to five years of Public

\$ \$\$-\$\$\$\$



Training Supervisor