



# Alameda Contra Costa Transit District Classification Specification

Res. 21-015  
Exhibit-A

## Bus Operator Mentor Coordinator - **DRAFT**

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Res. No.
TBD	Non-Exempt	EEO - 4 JG 6	ATU	See below	4/14/2021	21-015

**DEFINITION:** Under general direction, coordinates the Joint Operator Coaching/Mentorship Program (JOCMP). Responsibilities of this classification include participating in curriculum development, delivering training to mentors, coordinating the assignment of mentors to mentees; developing training schedules; evaluating program participants and curriculum to ensure program effectiveness and that established program goals are met. Compensation is set by ATU collective bargaining agreement.

### **REPRESENTATIVE FUNCTIONS** may include, but are not limited to the following:

- Coordinates the (JOCMP) including the participating in curriculum development; delivering training to mentors, and the assignment of mentors to mentees to support New Bus Operators (NBO)s in developing skills necessary for the delivery of the highest level of customer service and safety.
- Coordinates mentor training schedules in conjunction with management.
- Coordinates the Joint Labor Management Committee (JLMC) meetings and activities; assists in setting the agenda for committee meetings.
- Participates in the development of timelines and goals for the (JOCMP); monitors and ensures adherence to and achievement of established time-lines and goals.
- Participates in developing metrics to evaluate the program's effectiveness and participant's performance; evaluates the performance of mentors and mentees based upon established metrics; provides written and oral progress reports and assessments to key stakeholders on a periodic basis.
- Continuously monitors program effectiveness; provides recommendations for program and curriculum improvement; provides new or revised measurement criteria to assess program and participant performance.
- Researches grants and other funding options to contribute to program sustainability.
- Networks with other ATU locals/transportation districts with established mentorship programs to share best practices; serves as a resource/ambassador to ATU locals/transportation districts seeking to establish similar Operator/Mentor programs.
- Performs related duties as required.

**Knowledge of:** Principles and practices of traffic laws; safe driving practices; principles and practices of responding to emergency situations; principles and practices of effective communication and strategies to interact with diverse populations including students, the elderly, and persons with disabilities working knowledge of Microsoft Word, Excel, and Outlook.

**Ability to:** Implement assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare effective technical and administrative reports; Communicate in an effective manner with diverse populations effectively communicate with mentors, NBOs and management staff; work independently and unsupervised; perform effectively under pressure while maintaining a courteous demeanor; complete forms; summarize information and prepare accurate, clear, and concise reports, records, and other documents; establish and maintain effective working relationships with those contacted in the course of work, using principles of good customer service.

**Education:** Graduation from high school or has attained a General Education Diploma (GED), California High School Proficiency Certificate or equivalent.

**Experience:** A minimum of ten (10) years of experience as a Bus Operator with the District.

**Licensing and Special Requirements:** None.



## Alameda Contra Costa Transit District Classification Specification

### Bus Operator Mentor Coordinator

**Physical Requirements:** (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment. (2) Must possess the mobility necessary to transport oneself to other locations within the District, as required by the position.

**Special Environmental Conditions:** None.

Established Date: 4/14/2021 (Res. No. 21-015)