



POSITION ANNOUNCEMENT Passenger Service Agent

POSITION: Passenger Service Agent

SALARY: \$36,000 - \$56,000 (\$17.31 - \$26.92)

FUNCTION: The Passenger Services Agent (PSA) is one of the most visible employees on the ACE train. The PSA provides safety oversight, ACE Service information, ticketing support, fare inspection and other onboard assistance necessary for the ACE Service. The PSA serves as a liaison between the on-board activities and the ACE Headquarters through the Operations Monitoring Center and plays a critical role in coordinating responses to on-board incidents, service disruptions and emergency situations.

STATUS: Non-Exempt

CLASS CHARACTERISTICS:

Providing services to passengers onboard the train requires PSA's to stand, walk, kneel, bend, stoop, climb stairs, reach, and lift heavy objects. Onboard duties keep PSA's on their feet all of the time during the train trip. At times, passengers can become agitated or upset due to delayed trains, service disruptions, or the enforcement of the onboard policies. However, it is the PSA's responsibility to remain pleasant, consistent and provide quality customer service.

The PSA shifts vary greatly and coincide with the train times. Some shifts start as early as 3:30 am and some shifts end as late as 9:30 pm, or whenever the last train arrives. Some shifts are configured as split shifts where the PSA is released from duty for a period of hours before reporting back to duty. All PSA's rotate through the available train shifts, generally on a monthly basis, and rotate through a customer service shift at the ACE Service Headquarters.

TYPICAL DUTIES:

Position duties may include, but are not limited to:

- Provides for the general safety, security and convenience of the passengers.
- Greets passengers. Provides assistance and service information to passengers and the public and tends to a wide variety of other passenger needs and requests. Helps individuals needing assistance including children, persons with disabilities and persons with limited mobility in boarding/deboarding the train or with other requests.
- Enforces the onboard ACE Service policies, including but not limited to; keeping the aisles clear, keeping bags, luggage and feet off the seats, storing bicycles in the designated bike cars, etc.
- Inspects passenger tickets and passes for validity.



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- Issues warnings or citations to passengers not holding a valid ticket or pass in accordance with published policies. Testifies in court as necessary.
- Through regular train sweeps, performs/reports passenger counts and observes/reports the onboard safety conditions. Reports passengers' medical problems or lost and found articles, to the train attendant and Operations Monitoring Center.
- Inspects fare validation/ ticket dispensing equipment as required for proper functioning.
- Provides ticket sales as necessary and reconciles ticket allotments and revenues according to the established policies.
- Provides passenger information, direction, first aid and other assistance in the event of an emergency or service incident.
- Ensures the train is stocked at all times with transportation information needed to assist passengers with their daily commute.
- Assists in staffing ACE Service booths for job fairs, transit fairs and community events.
- Maintains and submits records and reports for all the activities as required.
- Performs related work, as required.

Typical Personal Requirements

- All PSA's must be well groomed, present a business professional appearance and have good general hygiene.
- Excellent language and communications skills are essential. PSA's must use good grammar and speak clearly with a pleasant voice.
- Due to the significant interaction with the public, PSA's must be poised, mature, emotionally stable, outgoing and good conversationalists. Good interpersonal skills, professionalism and composure must be exhibited at all times. PSA's must also demonstrate integrity in all their actions and be honest, ethical, and trustworthy.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would provide the required knowledge and abilities will qualify a candidate. A typical combination is:

Education:

- Prefer a minimum of two years of college or possession of an A. A. degree with coursework in areas related to transportation, public relations, communications sociology, hospitality industry, public safety or other similar programs.

Experience:

- Three years of increasingly responsible duties that involve a combination of direct contact with the public, providing customer service, dealing with crowds, resolving



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conflict situations, communicating to groups, working with limited supervision and the preparation of written documents and reports.

License or Certificate:

- Must possess and maintain valid California class C driver's license

Knowledge of:

- Customer Service principles
- Various communication styles
- Basic phone system operation
- Website navigation, basic modern computer equipment and related software applications
- Basic computer software for spreadsheets and word processing
- Self-assessment methods to improve performance and communication style
- First Aid and CPR practices.
- Office machines, office filing systems and record keeping procedures

Ability To:

- Display strong organizational, time management and interpersonal skills.
- Perform complex tasks independently, with limited supervision.
- Deliver verbal instructions to groups of people and communicate clearly and concisely.
- Establish and maintain effective working relationships with passengers, train crews, connecting service personnel, citizen groups and the public
- Exercise good judgment in a variety of interactions with passengers, including issuing warnings and citations for fare evasion or other citable offenses.
- Prepare clear and concise statements and reports, both verbally and in writing
- Work flexibly in an environment that may require last minute shift changes and weekend training or special train coverage

Other Requirements:

- Valid California Class C driver's license.
- Ability to pass background for criminal history.
- Ability to pass physical and drug screening.
- Ability to work outside of normal business hours, fill in for other shifts and work overtime.

Bilingual in Spanish highly desired

Physical and Mental Requirements:

- MOBILITY – Standing for long periods, walking, pushing/pulling, bending, squatting, driving, climbing stairs or other objects; occasional crawling;
- LIFTING – Frequently 5 – 30 pounds or less; occasionally 30 – 70 pounds; occasionally restraining, lifting/turning heavy objects;
- VISION –Frequent reading and close-up work; normal hand eye coordination;
- DEXTERITY – normal dexterity with frequent writing and repetitive motion;
- HEARING/TALKING – Frequent hearing and talking on the telephone and in person;
- SPECIAL CONDITIONS – may be exposed to dust and varied outdoor conditions;

Benefits Package

General Benefits

- Choice of POP or HMO plans. 100% employee coverage, 70% dependent coverage
- Vision, dental and life insurance programs
- Agency contribution equivalent of 15% of employee's base salary to a defined contribution plan (401(a)); five-year vesting program
- Sick leave accrued at 12 days per year
- Vacation leave accrued starting at 10 days per year
- 10 observed holidays
- Floating holidays accrued at four days per year
- Optional deferred compensation program (457)

Selection Process

Applicants that best match the minimum requirements of the position will be invited to take an assessment test and an initial interview.

Applicants successful in the initial interview may be asked to return for additional interviews as warranted.