



# METRO Regional Transit Authority

## TRAINER/MAINTENANCE

**Department:** Safety/Protection/Training

**Classification:** Non- Exempt

**Safety Sensitive:** Yes

**Position Summary:** The purpose of the position is to develop and present training for bargaining unit members of our Maintenance/Operations Department and provide driving and CDL back-up training for METRO RTA bus operators.

### Reporting Relationships:

Position Reports to: Director of Safety, Security and Training

Direct Report by Title:

Indirect Reports by Title:

Number of Reports: Direct 0     Indirect 0

### Essential Job Functions:

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. By delivering training programs to new operators and preparing new bus operators, mechanics, supervisors, selected police officers to secure Commercial Driver's Licenses. Follows up with new operators and evaluate employee performance to gauge where skills are lacking. Present route training and secondary training. Maintain training records. Present training to all METRO employees and conducts refresher training for all METRO staff. Regular attendance is an essential function of this job. Must have good public relations skills.*

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### Job Responsibilities:

- Disseminate information by scheduling and training employees in both technical and non-technical maintenance, create schedules, procedures and evaluation criteria, implement policies, create training aids and manuals, and practice new techniques.

- Create a learning environment by planning, coordinating and facilitating training. Maintain training databases, participate on committees, develop lesson plans, prescribe learning criteria, review trainer criteria and research and developing materials.
- Observe and analyze work practices, encourage positive changes, and coordinate with staff and departments. Develop task lists. Develop standardized procedures and tasks in the Maintenance Department. Review procedures for preventative maintenance and scheduling process
- Evaluate performance and facilitate quality work, create quality reports supporting related projects, and write technical manuals.
- Determine if there is an alternate solution for typical repairs and processes.
- Handle all internal and external contacts with courtesy, diplomacy and tact.
- Plan, design and implement highly complex training programs and assess effectiveness.
- Coordinate training programs, ensure standards are maintained, identify unsafe working conditions, provide recommendations, complete random inspections, evaluate subordinates, and update safety information.
- Will at times provide assistance with training METRO bus operators, particularly as it relates to drive time on the buses and CDL license preparation.
- Serve as backup to Maintenance Foremen
- Regular attendance is an essential function of this job.
- Evaluate performance and facilitate quality work, create quality reports supporting related projects, and write technical manuals. Determine if there is an alternate solution for typical repairs and processes.
- Identify training needs, and coordinate safety and inspection activities.
- Evaluate business and operational activities to assess training needs.
- Develop and organize training manuals, lesson plans, schedules, procedures and certification programs, maintain records.
- Read, analyze, and interpret policies, professional journals, technical publications, and government.
- Performs other related duties as assigned.
  
- **Physical Requirements & Working Conditions:** Job requires incumbent to stand, sit, walk, talk/listen, and occasionally lift over 100 pounds 2/3 of the time. No more than 1/3 of working time: must be able to stand, walk, carry, climb, balance, stoop, kneel, crouch, crawl and twist. Work is performed in an outdoor environment 1/3 of the time. Candidate may be required to work irregular shifts/work hours.

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### Required Skill Sets:

### Occupational/Technical Skills:

- Ability to safely maneuver (operate) buses.
- Ability to use spreadsheet, word processing and selected job-specific software.
- Ability to properly operate mobility devices (wheelchair securements).

- Knowledge of traffic laws.
- Knowledge of modern office methods, procedures, equipment and standard clerical techniques.
- Knowledge of record keeping, report preparation, filing methods and records management techniques.
- Knowledge of analytical skills necessary to develop and Implement mission, goals and procedures.
- Ability to demonstrate initiative and independent judgement.

#### **Communication Skills:**

- Ability to communicate clearly and effectively, both orally and written.
- Ability to prepare clear and concise reports, correspondence and other written materials.
- Creative thinking; the ability to speak effectively with individuals and small groups, and to respond to questions.
- Active listening; the ability to deliver formal presentations.

#### **Administrative Skills and Interpersonal Skills:**

- Ability to organize work, set priorities and meet critical deadlines with a minimum of direction.
- Ability to define problems, collect data, establish facts and draw valid conclusions to resolve problems.
- Ability to keep clear and accurate records and reports.
- Ability to use tact and discretion.
- Ability to maintain issue confidentiality.
- Ability to establish and maintain effective working relationships with various departments, individuals or other internal groups.
- Ability to deal courteously with various departments, individuals or other internal groups.
- Ability to deal courteously and diplomatically with the general public.
- Interpersonal skills necessary to provide effective leadership to subordinate personnel and develop cooperative working relationships with employees, senior management, and elected officials and vendors.

#### **Cognitive Skills:**

- Ability to perform standard business arithmetic, including percentages and decimals.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to deal with a variety of concrete variables in situations where significant standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to use a computer terminal to accurately and rapidly enter and retrieve data.
- Ability to demonstrate initiative and independent judgement.

- Knowledge of modern office methods, procedures, equipment and standard clerical techniques.
- Two years in relevant training or trade school, school in Automotive, Diesel or Heavy Equipment Technology
- Ability to obtain CDL Class B license to include passenger endorsement; and forklift.
- Knowledge of record keeping, report preparation, filing methods, and records management techniques.
- Knowledge of analytical skills necessary to develop and implement mission, goals and procedures.
- Ability to demonstrate initiative and independent judgement.

#### **Leadership Skills:**

- Ability to instruct, train, and direct staff
  - Ability to demonstrate conflict management skills
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#### **Experience and/or Educational Requirements:**

Five years of relevant experience in facilitating training in the diagnosis, maintenance and/or repair of transit vehicles, diesel engines or related equipment.

#### **Core Values:**

##### **Teamwork:**

- Demonstrating teamwork in and across departments
- Treating everyone with respect
- Recognize that the team is greater; much more than the collection of individual efforts

##### **Safety:**

- Ensuring the safety of everyone
- Believing that every accident can be prevented
- Having a constant eye to safety in all aspects

##### **People Centric:**

- Celebrating diversity/individual differences
- Treating everyone fairly
- Valuing everyone: co-workers, customers, each other, stakeholders

##### **Service Excellence:**

- Providing the best customer service to everyone, both externally and internally
- Routinely exceeding expectations
- Serving our customers and each other

##### **Integrity:**

- Always demonstrating honesty, trust, character and fairness without compromising the truth
- Showing high regard for civility, equity/fairness and human dignity

- Having the courage to do the right thing

**Action Ready:**

- Sharing one goal, one mission
- Keeping commitments
- Giving more than is expected, willingly, without hesitation and without direction

