



City of Tempe

LEAD TRANSIT STORE TECHNICIAN

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	152		<i>FLSA Status:</i> Non-exempt
<i>Department:</i>	Engineering & Transportation		<i>Salary / Hourly Minimum:</i> \$21.915865
<i>Supervision Level:</i>	Non-supervisor		<i>Salary / Hourly Maximum:</i> \$29.586058
<i>Employee Group:</i>	NSU		<i>State Retirement Group:</i> ASRS
<i>Status:</i>	Classified		<i>Market Group:</i> Financial Services Technician II+
<i>Drug Screen / Physical:</i>	Y	Y	<i>EEO4 Group:</i> Administrative Support

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives direction from the Transit Manager or from other supervisory or management staff.
Exercises functional lead work over the technical staff in the Transit Store.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four years of clerical or customer service experience in accounting, utility billing, transportation, customer service, or directly related to the core functions of this position. Previous experience in transit related functions preferred.
<i>Education:</i>	Equivalent to the completion of the twelfth grade supplemented by college level or equivalent classes in accounting, statistics, business, customer service, or degree related to the core functions of this position.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City's stated mission and values. To plan, organize and coordinate the Transit Store's operations; and to perform a variety of complex customer service work for the Transit section.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times;
- Provide leadership and management support to Transit Store staff and operations while fostering a healthy and productive work environment;
- Recommend and pursue the achievement of Transit Store goals and objectives; devise and implement supporting policies and procedures as needed;
- Participate in the selection of staff and coordinate staff training;
- Develop and implement employee schedules; plan, prioritize, and assign the work of staff involved in Transit services;
- Assist in the evaluation of operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities including statistical reports on the activities of the Transit Store;
- Process payments to vendors using the City's financial system; review vendor invoices for correct pricing and authorized merchandise;
- Interact with customers on telephone and in person; provide assistance to customers regarding transit questions; answer questions regarding City services, and general City information; effectively manage time to accomplish multiple tasks within specified time frames;
- Prepare written responses to customer inquiries; communicate effectively verbally and in writing; perform mathematical calculations;
- Apply customer service principles to review work for process improvements and make recommendations for increased efficiency in a team environment; make sound business decisions to resolve problems;
- Backup main cashier, assist in prepare/process reports, operate and balance cash drawers, assist bank staff and customers in resolving issues; prepare cash and checks for deposit to financial institution daily;
- Sell July 4th and New Year's Eve special event tickets;
- Compile special event ticket sales data, compute the purchases and reconcile the data;
- Process fare media requisitions for the Tempe Public Library and order fare media for the Transit Store;
- Reconcile monthly financial system reports with internal revenue reports; reconcile cash receipts; prepare cash deposits; balance monies received;
- Conduct surveys; collect information on operational and administrative problems; prepare comprehensive reports or manuals; assist in the preparation of quarterly and annual reports;
- Answer questions regarding bus and light rail routing, transit pass sales, and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

- Process applications, monitor usage, compile statistical reports and maintain database for Tempe Employee Platinum Pass, Youth Transit Pass and Reduced Fare ID Pass programs;
- Assist in writing a variety of Transit correspondence and documents for internal and external use;
- Coordinate the ordering and storage of appropriate supplies;
- Participate in transit events as needed including marketing events and transit operations events;
- Perform related duties as assigned;
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles;
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- May work alone for extended periods of time.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective December 2005

Revised June 2014 (updated job duties)

Revised January 2017 (add physical/mental activities)

Revised March 2019 (PW Reorg – moved to Engineering & Transportation Department)