

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 004459  
Grade 14**

**TRANSIT INFORMATION ASSISTANT**

**DEFINITION OF CLASS:**

This is lead level work which involves providing public and private sector transit services information to the general public including, but not limited to: fares; hours of operation; routes; discounts; pick up, drop off and changeover points; layover points and duration; etc. Personal contacts regularly include subordinate employees, to issue instructions, answer questions, coordinate work efforts, and to discuss evaluation of their work performance. Contacts also include local school principals and administrators, to coordinate distribution of public transit tokens to students participating in after school programs; transit company representatives under contract with the County Government, to report receipt of customer complaints, compliments and service related matters; and private transit company representatives, to obtain and report information about routes, schedules, fares, service interruption and other operational matters of mutual concern. Contacts are also maintained with operational and supervisory employees of the County Government's transit system, to pass on and receive information appropriate to each employee's area of responsibility. Work involves daily providing individualized telephone assistance to many people seeking information about available private and public sector transit and related transportation services in Montgomery County and bordering jurisdictions.

An employee in this class has a dual role of answering telephone calls from the public, and serving as the on-site lead worker of several other employees who have similar telephone answering assignments. The responsibilities of an employee in this class include ensuring that telephone calls are answered promptly, accurately and politely, and that information is disseminated according to well-defined standard operating procedures and published transit schedules and related documents. Work responsibilities also include training, scheduling, and evaluating the work performance of employees, and periodically gathering and tabulating statistical information concerning the nature of telephone calls received by all employees in the assigned organizational unit. The majority of the work performed by an employee in this class – i.e., responding to telephone inquiries from the general public – is of a recurring nature and comes automatically to the employee. At this level of work, an employee is expected to proceed on their own to complete all work assignments with which they are familiar. Unusual situations and issues not covered by precedent and/or standard operating procedures normally are referred to a supervisor for assistance. Procedures concerning how to carry out the work of this occupational class are well defined and closely followed; the employee proceeds with normal assignments absent immediate supervision. The complexity of this class of work derives from an employee's ability to quickly and accurately access public and private transit schedules and related documents in order to answer inquiries concerning transit services available throughout Montgomery County and beyond. The complexity of this class is also derived from an employee's responsibility to schedule and evaluate the work of a small group of employees, and to systematically and accurately collect and report call answering statistical data. The impact of properly performed work is realized through the provision of accurate transit services information provided to the general public, and

information provided to operational employees of the County Government's transit system and other public and private transit systems. Work is performed in an office environment which is appropriately lighted, heated and ventilated. No unusual hazards or physical demands are associated with this sedentary class of work.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Provides accurate information by phone and letter concerning schedules, fares and other related subjects appropriate to Metrobus, Metrorail, commuter rail, County operated transit systems, and inter-city rail, taxi and bus operations.
- Receives and forwards complaints on public transportation services.
- Keeps records of calls received, classifying them by service and time of day; prepares summary reports.
- Conducts routine telephone and mail surveys concerning public transportation matters.
- Maintains and distributes current materials on public transportation facilities and services available in the Washington, D.C. area.
- Responds to the difficult complaints/inquiries received regarding public transit services in Montgomery County.
- Makes periodic visits to various transportation facilities to obtain information on services provided.
- Determines transportation service problems and notifies supervisor.
- Operates typewriter, word processing equipment and other common office machines.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of Montgomery County geography and public and private sector transportation services provided therein.
- Ability to read and understand bus and rail timetables, maps, and fare structures.
- Ability to communicate effectively in English, both orally and in writing.
- Ability to deal tactfully, effectively and equitably with people.
- Ability to operate a typewriter.
- Ability to maintain records.
- Ability to attend meetings or perform other assignments at locations outside the office, as necessary.

**MINIMUM QUALIFICATIONS:**

**Experience:** One (1) year of experience providing public and private sector transit information about transit service available in Montgomery County and surrounding jurisdictions.

**Education:** Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** December, 1977

**Revised:** October, 1985

August, 1992 (M)

April, 2010

August, 2013

October, 2014