

Nature of Work

Position coordinates and supervises daily operation of an assigned security work shift. Monitors and tracks work shift overtime and other costs to stay within budget. Responds to incident involving the safety and security of STA property, personnel, and the riding public. Performance is reviewed for adequacy and effectiveness in exercising professional judgment, the application of technical skills, and compliance with and achievement of results in accordance with STA's security program objectives. Duties are performed in both indoor and outdoor environmental conditions.

Supervision Received

Position receives direct supervision from the Security Manager.

Supervision Exercised

Provides supervision to Transit Officers and contract security personnel.

Essential Functions

The Lead Transit Officer (LTO) performs duties like a regular Transit Officer but is distinguished by specific, additional duties, such as supervision of other employees. LTOs may be required to maintain flexible work schedules in order to accommodate weekend or evening shifts. LTOs do not have hiring or termination authority.

Example of Duties

The following duties are not intended to serve as a comprehensive list of all duties performed by employees in this classification, only a representative summary of the primary duties and responsibilities. LTOs may be required to perform additional, position-specific duties.

- Supervise and schedule the work and activities of agency Transit Officers and contracted security personnel; manage and edit time entry according to scheduled work.
- Ensure that proper staff training is provided.
- Coordinate, monitor, and/or provide security services at STA operated facilities and responsible areas within the PTBA.
- Provide operational oversight of all security processes or systems, including those provided contractually.
- Within the scope of their authority, issues passenger exclusion orders according to the established procedures as part of the exclusion program.
- Reviews and approves/denies exclusion orders of other Transit Officers.
- Investigate and report in accordance with security policy all use of force applications made by Transit Officers and contract security.
- Apply reason and exercise independent judgment in resolving problems and dealing with a variety of situations where only limited standards, codes, laws, and regulations exist.
- Establish and maintain a good working relationship with local law enforcement agencies, emergency response units, and safety officials.
- Remain current with ongoing changes in security and emergency response practices.
- Coordinate preparation of appropriate software and databases for incident reports and consequent analysis of incident trends. Assure, when necessary, that investigative reports, photographs, witness statements and related evidence are available for superiors.
- Coordinate the development and implementation of STA's security and violence prevention programs and procedures. Assist the Safety Manager in implementing and monitoring STA's system security plan and operating

procedures. Analyze security equipment and procedures to assure effectiveness and research and recommend improvements.

- Coordinate training of new Transit Officers or other personnel and provide work leadership.
- Ensure safe work practices and procedures are followed and foster an environment where safety hazards are reported, and risks are mitigated to the lowest reasonable level practicable.
- Must be punctual, reliable, and maintain regular attendance in order to contribute individually to the efficient and effective delivery of transportation service to the general public.
- Must be able to represent STA accurately and honestly in any legal proceedings that may result from the normal performance of the position.
- Provide excellent customer service to all customers both internally and externally.
- Display and practice STA's Core Values in the workplace.

Lead Transit Officers should have the ability to obtain and maintain a limited police commission if, or when, limited commissions are offered by the City of Spokane and Spokane County.

Public Transit Agency Safety Plan

- Ensure that each employee supervised has received an initial orientation before beginning work.
- Ensure that each employee supervised is competent or receives training on safe operation of equipment or tasks before starting work on that equipment or project.
- Ensure that each employee receives the required personal protective equipment (PPE) before starting work on a project or work task requiring PPE.
- Do a daily walk-around safety check of the work area. Promptly correct any hazards you find.
- Observe the employees you supervise working. Promptly correct any unsafe behavior. Provide training and take corrective action as necessary. And document employee evaluations.
- Set a good example for employees by following safety rules and attending required training.
- Investigate all incidents in your area and report your findings to the management and Safety Officer.
- Talk to management about changes to work practices/rules or equipment that will improve employee safety.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their supervisor and/or Spokane Transit.

Minimum Requirements

Training and Experience Two years experience as a Transit Officer with Spokane Transit Authority at the time of promotion, and one additional year of security experience preferred.

License Must have valid driver's license from the state of residence. Must have, or be eligible to obtain and maintain, a limited police commission for the City and the County.

Background Investigation Employment is contingent on passing a background check and security clearance by local law enforcement and passing a substance abuse test.

Physical Requirements The physical activity of position requires the ability to climb, balance, stoop, kneel, crouch, crawl, reach, stand, walk, push, pull, feel, and talk. The sensory requirements of the position include visual acuity to determine



Position Description Lead Transit Officer

color, depth, and field of vision, and the ability to receive detailed information through verbal communication and to make discriminations in sound. Exert up to 50-80 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Selection Factors

- Considerable knowledge of modern principles and practices of security as well as misdemeanor activity and appropriate authority.
- Knowledge of applicable laws, rules, and STA regulations.
- Knowledge of investigative methods and procedures.
- Ability to effectively supervise employees and work with coworkers, supervisors, and the general public, and convey information effectively both verbally and in writing.
- Ability to coordinate the development of appropriate software for moderately complex records and reports to be used internally and shared among local law enforcement agencies. Ability to write clear, concise, and accurate reports containing both written and numeric expressions.
- Capacity to restrain and detain suspects.
- Ability to handle stress and continue to perform all duties and provide service to the public in a courteous, responsible, and timely manner.

Wage

Salary as provided for in the STA Salary and Compensation Policy.

AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

Acknowledgement

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodation.

Employee Name Printed

Date

Employee Signature