

Nature of Work

Assists the organization in providing continuous and consistent Safety and Security support and education to all passengers aboard vehicles. The Transit Ambassador role will help support and educate on fare issues, assist riders with system education, and deter unwanted activity through presence, all while maintaining a courteous and friendly demeanor. Duties require the ability to apply excellent customer support and provide detailed transit system information, as well as reporting Rule of Conduct Violations to the Transit Officers. This position wears an STA identifiable uniform and has extensive public contact on buses and at stops, stations, and park and ride lots. Transit Ambassadors input a significant amount of data into handheld digital collection devices. May work alone or in remote areas of the transit network. Works in an office environment, outdoor setting in all types of weather, and various temperature conditions. This role will travel throughout the system daily providing support.

Supervision Received

This position is under the general supervision of the Director of Security.

Supervision Exercised

None.

Essential Functions

- Must successfully complete the Transit Ambassador training program.
- Educates and assists passengers with fare issues.
- Assist passengers that are having difficulties using the fare system and address any related complaints or questions.
- Document and report when customers fail to pay fares and/or nuisance behavior.
- Educates passengers on topics related to security services including rules of conduct, fares, and policies as needed.
- Answers passenger inquiries and maintains a courteous and friendly demeanor at all times.
- Maintains a vigilant watch at transit stations and parking lots to help maintain a safe and clean environment for passengers.
- Reports safety, sanitation, equity and accessibility concerns to appropriate departments.
- Receives customer compliments, criticisms, and concerns equally with a calm and pleasant demeanor and elevates them to the next level of authority when needed.
- Ensures a commitment to safety and security through consistent and professional behaviors in performance of all job functions.
- Enters data into departmental computer systems, completes required incident forms and appropriate reports when necessary.
- Use radio and/or cell phone to communicate security-related information to Transit Officers, agency control centers, and/or police.
- Coordinates with Transit Officers for reporting of fare evasion and Security incidents as they arise.
- May request proof of payment in accordance with RCW 7.80.060.
- Act as a representative of Spokane Transit in an honest and ethical manner at all times.
- Exhibit conduct becoming of a Transit Ambassador, both on and off duty.
- Follow all STA and Security department rules and regulations.
- Obey all local, state, and federal rules, laws, and regulations.
- Represent Spokane Transit in professional and positive light to the community.
- Punctual, reliable, and maintain regular attendance.

- Must be able to represent STA accurately and honestly in any legal proceedings that may result from the normal performance of the position.
- Other duties as assigned.

Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in the accident prevention program, follow safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor, or safety committee representative, or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working conditions where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers with your words and examples to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards.

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 & Experience

Experience in public safety, customer service, or related field working directly with the public. Transit experience preferred. High School Diploma or GED equivalent.

License & Background

Successfully pass a criminal and civil background check.

Physical Requirements

Must have adequate clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions, communicate effectively, and perform telephone and radio communication. Sufficient visual acuity, with or without reasonable accommodation, permits the employee to comprehend written work instructions and perform surveillance. Must have sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to write reports, utilize equipment required for the performance of duties, and operate a vehicle.

Must have sufficient personal mobility, flexibility, stamina, strength, agility, and physical reflexes, with or without reasonable accommodation, which permits the employee to bend or stoop repeatedly, walk, and stand for extended periods of time, walk up and down stairs consistently, lift 50 to 80 pounds, and to perform all duties as required.

Computer Skills

Basic computer skills required. Experience within the Microsoft environment preferred.

Selection Factors

Knowledge of

- Transit system knowledge.
- Customer education and support.
- Operations, services, and activities of a safety and security program.
- Modern principles and practices of security and safety enforcement.
- Methods and techniques of compiling data and presenting information.
- Principles of the Spokane Transit's Rules of Conduct.
- Pertinent Federal, State, and local codes, laws and regulations.
- Occupational hazards and standard safety practices.
- English usage, spelling, grammar and punctuation.

Ability to

- Report violations of Spokane Transit's Rules of Conduct to protect riders, employees and property.
- Call Transit Officers to respond to Security incidents.
- Respond to disputes and other safety and security related matters with the purpose of education and support.
- Apply reason and exercise independent judgment in resolving customer related problems.
- Deal with people of varying social, economic and cultural backgrounds fairly and without bias.
- Be assertive, when needed, with the public.
- Assist with the enforcement of Spokane Transit's Rules of Conduct.
- Establish and maintain complex data records and reports.
- Ensure adherence to safe work practices and procedures.
- Understand and follow oral and written instructions.
- Write clear, concise and accurate reports containing both written and numeric expressions.
- Establish and maintain effective working relationships with those contacted in the course of work.
- May testify as a witness in court.
- Interview people with complaints and inquiries and attempts to make the proper disposition or direct them to proper authorities.
- Deescalate tense situations.

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.



Position Description Transit Ambassador

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

Employee Signature

Date