

DATS Operations Technician

DEFINITION

The work of this classification involves the coordination, light maintenance and assignment of the DATS fleet of vehicles, Mobile Data Terminals (MDTs), radios and other equipment.

Work of this classification involves transporting vehicles within and between garages, routine servicing, inspection of vehicles and shop maintenance duties. Responsibilities include fuelling, driving vehicles through the wash bay, check tire pressure, and replenishing fluids. Assignments are in the form of oral or written instructions and involve primarily the non-mechanical servicing of DATS vehicles and equipment. Work is checked in progress or upon completion for adherence to instructions and standards or is evaluated through inspections and equipment performance.

Operations Technicians are accountable for providing assistance and support to the Operators prior to and after their shifts and for administering the Spareboard to ensure that unexpected Operator absences are addressed appropriately.

TYPICAL DUTIES *

Drives DATS vehicles between garages and performs routine servicing functions including tasks such as fuelling vehicles, checking for soft tires, replenishing windshield washer fluid and reporting defects observed while moving the vehicles.

Perform daily assignment of vehicles to DATS Operators.

Input of vehicle assignment details into the respective Trapeze modules.

Ensure vehicles are in appropriate parking locations in the garage.

Perform Mobile Data Terminal (MDT) set-up and maintenance in each vehicle.

Perform radio maintenance and distribution.

Conduct pre-trip inspections and perform light maintenance on vehicles such as checks on fluid levels, tires, lights, wipers, glass, fuel.

Provide DATS Operator support and assistance prior to departure.

Provide on-road support for vehicle issues and breakdowns such as minor maintenance or vehicle replacements.

Perform light cleaning duties in the garage.

Administer the Spareboard by ensuring scheduled routes are covered when Operator absences are reported each morning.

Work with Dispatch and Scheduling to move Bookings on to other runs when coverage is not possible.

Coordinate the fare handling process, both pick-up and drop-off.

Provide support for the DATS Operator shift sign-up process.

Provide information to the appropriate Clerk regarding hourly, over-time and exception pay.

Provide information related to DATS' services, policies and procedures.

Participate on cross-functional teams within DATS.

Provide coverage in other areas within Operational Services as required.

Provide support to projects related to Operational Services and DATS Operations Technician work.

Support and participate in DATS events.

KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of systems and databases within a transit or transportation environment
- Some knowledge of the general servicing program for transit vehicles
- Knowledge of the occupational hazards and safety precautions applicable to the work
- Ability to work in an environment which may include heat, cold, wet, dust, noise and diesel exhaust fumes
- Ability to understand and execute oral and written instructions
- Ability to maintain basic records
- Sufficient strength to perform moderate labour work
- Skill in the use and care of tools, equipment and materials used in the applicable work areas
- Ability to drive large vehicles in close quarters safely and efficiently
- Ability to communicate clearly and concisely
- Strong communication (listening and verbal) and interpersonal skills
- Client focused approach
- Ability to work well under pressure
- Attention to detail
- Ability to work in an environment that is wet, dusty and/or noisy
- Physical ability to perform light maintenance and cleaning duties
- Proficiency with computer software (Windows, Office, Google), databases and systems

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of Grade 12. One (1) year related experience in vehicle maintenance with some familiarity or exposure to a transit or transportation work environment. Possession of a valid Alberta Class 5 Driver’s license. Must be eligible to hold a City of Edmonton Driver’s Permit.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7042		7043	
Grade	006		007	

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