



JOB TITLE:	OFFICE COORDINATOR - BUS	DIVISION:	BUS
REPORTS TO:	DIRECTOR OF BUSINESS OPERATIONS	EEO CATEGORY:	06 - CLERICAL (ADMIN SUPPORT)
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	REPRESENTED	LOCATION:	SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general supervision, the Office Coordinator in the Bus Administration Office provides responsible, varied and confidential secretarial and administrative assistance for management and professional staff and performs related work as required. The exact nature of the work will vary with the department to which assigned; however, all positions require the use of initiative, independent judgment, tact and discretion, particularly when working with District management staff, members of the Board of Directors or representatives of other organizations to exchange information and explain policies and procedures.

Essential Responsibilities

Functional Area # 1: Bus Operator Program

A. Bus Operator Attendance Program

- Process all administrative functions related to the Bus Operator attendance program, ensuring accurate issuance of occurrences and handling occurrence-related disciplinary actions.
- Manage the occurrence appeals process, including scheduling and facilitating informal reviews where the District and Union discuss and resolve attendance occurrences.
- Prepare and distribute necessary documentation for all parties involved in both informal reviews and arbitration hearings regarding attendance occurrences.
- Administer the removal of occurrences from records when applicable, following established procedures and guidelines.
- Implement occurrence-related suspensions, ensuring compliance with the District's policies and procedures.
- Report absences to the Leaves Administrator in accordance with FMLA requirements, maintaining accurate and timely records.
- Maintain proper record-keeping procedures using Hastus, OnBase, and network files for all attendance-related activities.



B. Bus Operator Discipline

- Administer the discipline process for Bus Operators, processing Incident and Accident Infractions according to District policies.
- Manage the appeals process for disciplinary actions, scheduling first and second-level hearings, and ensuring all necessary documentation is provided.
- Distribute hearing decisions to relevant parties and ensure the implementation of infraction-related suspensions and dismissals.
- Maintain accurate and thorough records of all disciplinary actions and processes.

C. Time Off Requests

- Process time off requests for Bus Operators, including casual vacations, floating holidays, birthdays, vacation cancellations and postponements, military leave, medical and legal appointments, and unpaid time off.
- Ensure all time off requests are processed in a timely and efficient manner, following District policies and procedures.
- Coordinate with Bus Operators and management to resolve any issues or conflicts related to time off requests.
- Maintain proper record-keeping procedures for all time off requests, ensuring accuracy and compliance with District guidelines.
- Communicate effectively with Bus Operators, management, and union representatives to ensure a clear understanding of attendance, discipline, and time off policies and procedures.
- Provide guidance and support to Bus Operators regarding attendance, discipline, and time off issues, helping to resolve concerns and questions.

Functional Area # 2: Regulatory Compliance

A. Bus Operator Regulatory Compliance

- Manage the DMV Pull Notice program, including downloading, verifying, and processing pull notices, and ensuring they are properly reviewed and stored electronically.
- Ensure compliance with DMV documents, such Commercial Driver's License (CDL), Medical Examiner Certificate (MEC), and Verification of Transit Training (VTT) and importing documents into the OnBase system and updating relevant spreadsheets and databases.
- Review and document critical information on DMV pull notices such as requester codes, operator details, license classes, expiration dates, and restrictions, and coordinate with relevant managers for discrepancies or issues.
- Managing and resolving document discrepancies involving the DMV and drivers. This includes handling license suspensions, which requires significant attention to detail.
- Respond to and manage common bus operator inquiries related to DMV compliance documents, ensuring all questions are answered accurately and in compliance with District policies and procedures.
- Collaborate with external parties, such as third-party administrators and auditors, to provide necessary documentation and resolve any discrepancies related to accidents or compliance audits.



- Coordinate and manage the issuance and follow-up of stop notices for bus operators with expiring documents, ensuring timely communication and documentation updates.
- Ensures that all document and stop notices are cleared prior to drivers' return to work, coordinating closely with training departments to facilitate smooth transitions.
- Provides regular reminders and updates to the Manager of Transportation Field Operations regarding discrepancies. This involves frequent and effective communication to ensure alignment and address issues promptly.
- Maintain and update the Safety & Training audit preparation and Stop Notice spreadsheets, ensuring all data is accurate and up to date for compliance audits and internal reviews.
- Coordinate the document process for new trainee classes, including registering trainees in the DMV Pull Notice Program and managing trainee documents.
- Coordinate with dispatch and other departments to schedule and manage Verification of Transit Training (VTT) sessions, ensuring all necessary documentation and approvals are in place.
- Handle traffic citations for bus operators, ensuring proper documentation, communication, and resolution with the relevant authorities and internal departments.
- Coordinate with external partners such as the Department of Motor Vehicles (DMV) and California Highway Patrol (CHP) for compliance audits, providing necessary documentation and responding to inquiries.
- Assist with the preparation and management of medical examination packets, ensuring timely distribution and tracking of expiration dates for compliance.
- Provide coverage and support for DMV physical requests, ensuring proper documentation and communication with bus operators and relevant departments.
- Serve as the point of contact for HR and management requests for DMV pull notices, ensuring timely and accurate processing of information.
- Coordinate with the Training and Dispatch departments to schedule VTT classes, ensuring regulatory compliance and reducing operational impacts.

B. Accident Processing

- Process accident reports, including logging, distributing, and uploading them into the document management system, and maintaining accurate records.
- Coordinate with George Hills to provide documentation related to bus operator accident claims, ensuring timely and accurate submission of required information.
- Liaise with the Risk Management team to review accident reports and gather additional details or documentation as needed for claims processing and investigations.
- Ensure compliance with all regulatory requirements related to accident reporting and documentation, including timely submission of reports to relevant authorities.
- Act as the primary point of contact for external agencies, such as the California Highway Patrol (CHP) and the DMV, during accident investigations, ensuring timely and accurate communication and documentation.
- Act as a backup point of contact for external agencies during accident investigations, ensuring prompt and precise communication and documentation.



Functional Area # 3: Fleet and Maintenance Program

A. Fleet & Facilities Attendance Program and Discipline

- Verify absentee sheets in the Attendance Log and maintain accurate filing procedures.
- Verify attendance for Mechanics and Servicers in the Attendance Log, record in the Summary of Absentee Program Log, upload to OnBase, and distribute attendance sheets to employees.
- Issue occurrences and prepare disciplinary letters for Bus Mechanics and Servicers, ensuring timely distribution and record-keeping.
- Prepare and distribute warning and disciplinary notices, ensuring all documentation is properly recorded and communicated.

B. Maintenance General Administration

- Complete work assignment changes by filling out the APC form, uploading to OnBase and the APC folder, and sending documents to HR.
- Manage the Cal Recycle Used Oil Program by obtaining usage data from Bus and Ferry, completing documents online, mailing them off, and following up with Accounting on payment receipts.
- Calculate accident repair estimates, record cost details in the Accident Log spreadsheet, upload the repair sheet to OnBase, and file a copy.
- Process and create supply orders in Maximo, ensuring timely and accurate ordering of necessary materials.
- Review employee evaluation forms, upload them to OnBase, and distribute to the employee and HR.
- Manage boot reimbursements, ensuring accurate processing and record-keeping.
- Oversee the Safety Glasses reimbursement process, ensuring accurate processing and thorough record-keeping. Laminate and distribute necessary permits, ensuring proper documentation and tracking.
- Prepare and distribute new hire employee packets to the Chief Mechanic, ensuring all necessary documentation is included.
- Run the PY560 FE report for the Perfect Attendance Program (PAP), analyze data, draft PAP letters, distribute to Management, Union, and Payroll, and upload to OnBase.
- Manage the Maintenance DMV Pull Notice program, including downloading, verifying, and processing pull notices, and ensuring they are properly reviewed and stored electronically.
- Ensure compliance with DMV documents, such as Commercial Driver's License (CDL) and Medical Examiner Certificate (MEC) and importing documents into the OnBase system and updating relevant spreadsheets and databases.
- Review and document critical information on DMV pull notices such as requester codes, operator details, license classes, expiration dates, and restrictions, and coordinate with relevant managers for discrepancies or issues.
- Serve as the DMV Vehicle Verifier, ensuring proper documentation and verification of vehicles.
- Handle DMV New Coach Registration, ensuring all necessary paperwork and documentation are completed.
- Prepare vehicle insurance packets for new vehicles and buses, ensuring accurate and timely processing.
- Record road failure reports received from Dispatch in Transtrack, maintaining accurate and up-to-date records.



- Compose and distribute meeting minutes and agendas for the monthly Chief /Leader (Foreman) Meeting.
- Maintain and update Maintenance Department Rules, Regulations, and Policies, ensuring timely redistribution of the revised manual.

C. Stores/Procurement Support

- Process bid quotes from the Procurement Department in Maximo, ensuring all necessary approvals and documentation are completed.
- Create memo cover letters for Sims Metal & Gillig Checks, process them, and send to Accounting.
- Reconcile P-Card transactions by verifying receipts, uploading, and processing them in the Wells Fargo Portal.

Functional Area # 4: Administrative Operations Support

A. Bus Administration Support

- Provide administrative support to Bus Division management and professional staff, ensuring timely coordination of office functions and administrative activities.
- Coordinate and maintain the Bus Administration conference room calendar, schedule meetings, confirm meeting logistics, and coordinate alternative meeting locations as needed.
- Prepare agendas, coordinate meetings, take notes, and maintain documentation for Safety Committee, Safety Management System (SMS), and Hazard Safety Risk Assessment meetings.
- Assist with the processing, tracking, and maintenance of Safety Notices and related documentation using Microsoft Applications and other District systems.
- Prepare, review, edit, and distribute correspondence, memoranda, reports, presentations, meeting materials, and other administrative documents for completeness, formatting, grammar, and compliance with District standards and procedures.
- Maintain departmental databases, records, calendars, schedules, and filing systems using District software applications and document management systems.
- Coordinate meeting invitations, travel arrangements, training registrations, conference materials, and related administrative logistics for Bus Division staff using MS Outlook, MS Teams, Zoom, Doodle Polls, and other District-supported applications.

B. Administrative Programs and Office Coordination

- Coordinate administrative support activities related to Bus Division special events, meetings, employee recognition programs, and other departmental functions, including vendor coordination, ordering supplies, preparing materials, and processing related documentation.
- Process and maintain tuition reimbursement requests, travel authorizations, expense reimbursement documentation, and supporting records in accordance with District procedures and established approval processes.
- Review and reconcile Bus Division credit card expense documentation, verify receipts and supporting materials, and coordinate follow-up regarding missing or incomplete documentation.
- Assist employees with administrative forms, procedures, and general office processes, and provide information regarding applicable District administrative requirements and practices.



- Coordinate janitorial service requests, office supply needs, and related office support activities to help maintain efficient administrative operations within the Bus Division.
- Distribute and track employee service awards, recognition materials, and perfect attendance program documentation.
- Maintain grievance-related administrative records and correspondence in accordance with District procedures.
- Provide general office coverage and administrative support for the Bus Administration Unit and assist with maintaining continuity of operations during staffing shortages, absences, or other operational needs.
- Maintain accurate records and ensure proper filing and retention of confidential and administrative documents in accordance with District policies and procedures.

Functional Area #5 - Shared Responsibility

- Offer general administrative and office support as needed, beyond the essential responsibilities outlined above, and collaborate with other departments and teams within the Bus Administration Unit to ensure seamless coordination of processes and procedures.
- Backup support for each functional area will be provided by Office Coordinators assigned to other areas, and backup support for the Office Assistant will be shared among the Office Coordinator positions.
- Performs additional duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of:

- Demonstrated skill in basic and advanced features of word processing, data base management, and basic features of spreadsheets, type with sufficient speed and accuracy to meet position requirements
- Office administrative practices and procedures, including business letter writing, editing, filing, and the operation of common office equipment
- English usage, including spelling, grammar, punctuation and vocabulary
- Record keeping, report preparation, and basic mathematical calculations

Ability to:

- Work in a highly confidential environment and use strong problem-solving skills
- Learn and apply District policies, laws, and regulations that pertain to work
- Compose correspondence and complete projects from brief oral and/or written instructions
- Use initiative and apply independent judgement within established guidelines; propose new guidelines or procedures where appropriate
- Organize work, set priorities, meet critical deadlines, and follow up on assignments with minimum supervision while working under frequent interruptions and changing priorities
- Establish, organize, and maintain a variety of files and materials, including those with confidential content
- Use tact, discretion, and professionalism in establishing and maintaining effective working relationships with individuals at all levels of organization
- Read and understand various Memoranda of Understanding for policy, procedure, and paperwork processing needs
- Actively participate and function in a team-based environment



Minimum Qualifications

Education and/or Experience:

- A minimum of three years recent position related confidential administrative experience performing a variety of duties, including advanced word processing using MS Word for Windows or similar software.
- A Bachelor's Degree in Business Administration or related field may be substituted for one year of administrative experience.
- Spreadsheet experience is desirable for the current opening; however, one year of experience using computerized spreadsheets, including the creation of spreadsheets using Excel or other spreadsheet software may be required for other Coordinator positions.
- HASTUS familiarity/experience is highly desirable.

Physical Requirement:

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Some lifting may be required – generally up to ten pounds. Records management may involve repetitive stooping, bending and reaching motions.