



JOB TITLE: Training Coordinator
DEPARTMENT: Operations
REPORTS TO: Safety and Training Manager
JOB LOCATION: DCTA Service Area

LAST REVISION DATE: 04/2023
JOB TYPE: Full-Time
PAY TYPE: Non-Exempt
HOURS: Standard schedule, with nights, weekends, and holidays, as needed

JOB SUMMARY:

Works under the direction of the Safety and Training Manager to provide effective training to operators and trainees in classrooms, on vehicles, and in other settings as necessary to ensure and maintain the highest standards of safety and service. Instruction provided will cover all aspects of vehicle operation in the course of passenger transportation, including, but not limited to, defensive driving; service area familiarization; passenger loading/unloading, customer service, and securement; proper manifest documentation; use of on-board equipment; accident and emergency procedures; dispatch and radio communications; and passenger sensitivity. Upholds the NTMC mission and leads by example.

JOB FUNCTIONS:

These duties are a general representation of the position; assignments may vary

- Evaluates new operator driving skills using appropriate checklists and evaluation forms and provides appropriate feedback.
- Assists with classroom training and behind-the-wheel training for new operators and trainees.
- Ensures operators are fully trained prior to being released into revenue service.
- Conducts on-board evaluations and in-service training to operators according to schedule and/or need.
- Provides monthly or annual ongoing/refresher training in topics relevant to the service and service area.
- Performs ride checks and road observations.
- Identifies re-training needs and provides behind-the-wheel re-training.
- Recognizes and reports safe and unsafe acts and/or conditions.
- Provides feedback to Safety and Training Manager regarding training needs.
- Performs the duties of an Operator when needed for route coverage;
- Adheres to Federal Transit Administration compliance procedures.
- Tracks DOT certifications and license renewals
- Maintains complete and accurate documentation on all facets of training and testing for each student as required and mandated by State and Federal law.
- Performs additional tasks as assigned.



NORTH TEXAS MOBILITY CORPORATION

REQUIREMENTS TO PERFORM WORK

Essential Knowledge and Skills:

- Ability to communicate effectively in both the written and spoken form; uses appropriate grammar, accurate spelling and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Ability to communicate effectively and provide effective instruction with personnel across all departments.
- Knowledge of, or ability to learn, relevant training programs, practices, and techniques.
- Familiarization with, or ability to learn, the service area and local operations as well as routes, service policies, and fare structures.
- Knowledge of, or ability to learn, DCTA vehicles, components, and data/communications systems.
- Ability to obtain/maintain a minimum Class B valid Commercial Driver's License (CDL) Passenger (P) endorsement for public passenger transport valid within the State of Texas.
- Ability to assist with formulating routine training plans and instructional methodologies, selecting basic training aids, examples, manuals, and visual aids, evaluating standards and procedures.

Education and Experience:

- Must be twenty-one (21) years of age or older.
- Must have High School diploma or GED equivalent.
- Three (3) years of previous passenger transportation experience in a similar environment required.
- Must have, or be able to obtain, and maintain, all required licenses and certifications.
- Previous training experience preferred, but not required.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Prolonged periods sitting at a desk and working on a computer
- Periodically drives a revenue vehicle.
- Repeated use of sight to read documents and computer screens
- Repeated use of hearing and speech to communicate on telephone and in person
- Repetitive hand movements, such as keyboarding, writing, 10-key
- Work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires kneeling, stooping, crouching, standing, walking, reaching with hands and arms, lifting, pushing and pulling up to 75 lbs.

WORK ENVIRONMENT:

- The noise level in the work environment is usually moderate.
- Works generally indoors in a climate-controlled office setting; occasionally works outdoors and in inclement weather conditions such as rain, hail, ice, sleet, and in cold or hot temperatures.



BENEFITS:

- Medical: 100% Employer Paid for Employees / 80% Employer Paid for Dependents
- Dental / Vision: 100% Employer Paid for Employees / 80% Employer Paid for Dependents
- STD, LTD, Basic Life & AD&D
- 401K/Employer Match
- Additional voluntary benefits offered during enrollment