

Toledo Area Regional Transit Authority  
Job Description/Posting

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Information Operator (full-time)

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At the Toledo Area Regional Transit Authority (TARTA) we take our mission statement – “Empowering People to Make Connections” – very seriously. With every opportunity, we aim to exceed our stakeholder’s expectations. We’re looking for a personable yet highly professional “service extraordinaire” to join us in delivering our mission to our customers and stakeholders.

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**SYNOPSIS OF POSITION RESPONSIBILITIES**

The position of **Information Operator** is responsible for communications within and outside of TARTA. The person in this position will communicate verbally as well as in written form and through various venues, including but not limited to, software programs, telephone, computer, Automatic Vehicle Locater system, Trapeze system, VIA, Microsoft Office, email and other forms of communication. Information Operators perform duties consistent with scheduling of Demand Response Vehicles (currently TARTA Flex) and clerical support for TARTA staff.

**Essential Duties and Responsibilities:** Include but are not limited to the following:

- Answer incoming customer calls in a timely and professional manner
- Schedules passenger trip data, maintaining accurate and current data
- Greet the general public
- Determine the nature of inquiries and respond appropriately
- Provide accurate information to customers and the general public with regard to routes, timetables and related TARTA data over the phone, in writing and in person
- Possess extensive knowledge of TARTA’s service area, routes, and schedules
- Be familiar with, practice and understand the importance of TARTA’s safety protocols to protect themselves, other employees, customers, and citizens of our region
- Attends meetings, workshops, and training sessions as necessary
- Sell passes and tickets
- Perform other related duties as assigned

**Computer Skills:** This position requires excellent computer skills and ability to adapt to department-specific software, including web-based applications. This position coordinates a variety of activities relating to the routing and dispatching of vehicles and operators. Information Operators analyze and evaluate routes and schedules to assure efficient and appropriate transportation service, in addition to scheduling actual services. An employee in this classification acts as a customer liaison with passengers and families.

Information Operators perform other tasks as required. The Information Operator position is ever changing, and the appropriate candidate must maintain the ability to adapt to change as required.

Shift may vary and may include weekends (both days.) Job descriptions are subject to change.

**Preferred Qualifications and Attributes:**

1. High school diploma or equivalent required
2. Excellent interpersonal skills and telephone and computer etiquette required
3. Computer skills to the extent necessary to perform position requirements
4. Ability to work well with other TARTA employees and the general public
5. Effective verbal and written communication skills, including ability to communicate information to staff at various levels within the organization
6. Ability to listen effectively, assimilate information, and to relate in a clear, friendly, and informative manner
7. Ability to deal tactfully, patiently, and effectively with individuals from diverse backgrounds frequently under stressful circumstances
8. Ability to operate the telephone using a clear, well-modulated voice and good diction
9. Ability to be sensitive to operational work problems, passenger concerns, safety issues and the public image of the transit system
10. Possess good judgement and excellent human relations skills with the ability to communicate effectively with the public

**Physical Demands:** *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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* While performing the duties of this job, the employee is frequently required to sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Extensive use of computer and keyboard and viewing of computer screen is required. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required of this job include vision, color vision, and ability to adjust focus.

**Work Environment:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is typical of a busy office setting. The noise level in the work environment is moderately quiet.

**EEO (Equal Employment Opportunity) Statement:** Toledo Area Regional Transit Authority (TARTA) is an Equal Employment Opportunity employer. TARTA does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable federal, state or local laws.