

## Special Service Associate

Pittsburgh Regional Transit is seeking a Special Service Associate to under the general guidance of the department management, provides support and assistance in the execution of daily operating activities, to develop, communicate and implement bus and rail detours or temporary routings for planned construction projects, emergency closures, special events and temporary stop discontinuances.

### Essential Functions:

- Supports the Special Services, Events & Detours team along with Road Operations and Customer Service, by installing or setting-up detours in the Disruption Management System of Clever CAD. Resolves conflicts or escalates the set-up issue to team management.
- Communicates as necessary with the Operations Command Center (OCC) in their efforts to maintain and adjust service, improve on time performance and the customer experience; provide necessary detours to Operations and Communications Departments, for major special events, service disruptions, natural or man-made emergencies. Communicates from the office or in the field.
- Participates with department management in the drafting, creation, planning, production, placement and removal of temporary Bus & Rail Rider Alert and Stop Change signs during major special events or construction projects.

### Job requirements include:

- High school diploma or GED.
- Minimum of three (3) years' experience as a Bus or Light Rail Vehicle Operator, or five (5) years' of customer service experience.
- A willingness to respond and attend special event assignments or emergencies on a 24/7 basis as needed.
- Effective and professional communications (especially excellent writing) skills.
- Thorough knowledge of the Pittsburgh Regional Transit service area, and those of other transit providers.
- Thorough knowledge of the southwestern Pennsylvania highways, road, and street networks.
- Demonstrated ability in the use of Windows.
- Customer and safety focused.

### Preferred attributes:

- A minimum of four (4) years' experience in one of the following positions with Bus or Road Operations, Rail Service Delivery, Instruction or Division Dispatcher.
- Associates or bachelor's degree in transportation, business administration, public administration or related field from an accredited college or university. Directly related experience may be substituted for education on a year-for-year basis.
- Valid Commercial Driver's License with a Class B designation and "P" passenger endorsement.
- Supervisory or management experience in unrelated fields.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (with salary requirements) and resume to:

Glenn Huetter  
Employment Department  
345 Sixth Avenue, 3<sup>rd</sup> Floor  
Pittsburgh, PA 15222-2527  
[GHuetter@RidePRT.org](mailto:GHuetter@RidePRT.org)  
EOE