

## About Us

Anaheim Transportation Network (ATN) is a public transportation system operating within the Anaheim region and surrounding areas. Every year, over 9 million residents, visitors and employees use ATN services to connect with local destinations, theme parks, sport venues, shopping centers, hotels, restaurants, and ARTIC regional transportation center. ATN strives to provide services that connects convenience with fun.

# Service Ambassador

**Reports to:** Operations and Compliance Manager

**Department:** Operations

**FLSA Status:** Non-Exempt

**Salary Range:** \$25.00-\$30.40/Hourly (DOQ&E)

## About the Role

Under direct supervision, the Service Ambassador monitors day-to-day operational activities and provides operator support.

## Responsibilities

*(This list is not intended to be a complete listing of all the job duties required of this position, but to provide information on the general scope of the position.)*

- Monitors service performance, tracks service vehicles, maintains manifests, oversees service changes, and assists passengers who need special assistances
- Processes operator check ins and ensures adherence to company and safety procedures and federal regulations such as uniform compliance, verification of credentials, and assignment of service vehicles
- Provides operator support including coordinating rest breaks and meal breaks, promptly responding to requests, incidents, and accidents, and providing prompt field support as needed
- Collaborates and maintains constant communication with peers, operators, and contractor staff to monitor crowd volume, service requests, and service performance to prevent service delays
- Periodically submits service activity reports; promptly reports incidents and unresolved issues to management
- Assists in investigating, resolving, and ensuring prompt resolutions to incidents, complaints, special inquiries, and accidents; escalates incidents to management as needed
- Develop and maintain a working knowledge of key department systems and reporting, programs, and services (e.g., routes, fare structure, safety protocols, and standard operating procedures, etc.)
- Assists in training of new employees, operators, and contractor staff
- Maintain a positive, empathetic, and professional attitude at all times
- Contributes to a positive, healthy, and safe work environment
- Create and maintain database files and records
- Other duties as assigned

## Candidate Requirements

### Knowledge, Skills, & Ability

- Strong work ethic with ability to multi-task
- Consistent, reliable, and punctual attendance
- Ability to maintain a professional appearance and represent the company professionally
- Ability to work as part of a team and take direction
- Strong verbal and written communication skills
- Excellent customer service skills
- Ability to establish and maintain professional relationships with peers, customers, public officials, etc.
- Ability to remain calm in stressful situations and maintain a positive and professional attitude

### Education & Experience

- Minimum of 2 years of customer service experience
- A high school diploma or equivalent preferred
- Prior experience in transportation or related field preferred
- Proficiency in English required, bilingual preferred

### Additional Requirements

- Availability to work varying shifts, hours, days, including holidays and weekends
- Must possess a valid CA Class B commercial driver's license with a passenger endorsement and air brakes certification, with no restrictions required; or ability to upgrade and obtain a CA Class B commercial driver's license within 90-days of employment or transfer.
- Must provide proof of COVID-19 vaccination or valid medical/religious exemption
- Must provide proof of eligibility to work in the U.S.

## Safety Sensitive

This position is considered safety sensitive and are subject to drug and alcohol testing, including but not limited to pre-employment testing, post- accident testing and random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations, and U.S. Department of Transportation (DOT) regulations, 49 CFR Part 40 and Part 655. Please refer to the ATN Drug and Alcohol Policy Manual for additional information

### Equal Employment Employer

Anaheim Transportation Network (ATN) is an Equal Opportunity Employer and 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 local, state, or federal laws.