

## **BUS STEWARD**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in this class are responsible for enhancing the safety, accessibility, and overall experience of public transit users throughout the County. The incumbent serves as the face of the transit system, offering guidance, ensuring compliance with safety standards, and providing exceptional customer service to passengers. This role requires frequent interaction with the public, emphasizing community engagement and a commitment to fostering a welcoming transit environment. The work is performed under general supervision with the employee exercising personal judgement in handling problem situations in conformance with established agency policies and procedures. Supervision is not normally exercised over the work of others. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Monitors transit facilities and vehicles to ensure the safety and security of passengers and staff, reporting any suspicious activities or safety hazards;

Addresses disruptive behavior tactfully and escalates to appropriate authorities when necessary;

Assists in emergency situations by following established protocols and providing clear communication to passengers;

Calls appropriate authorities in the event of emergencies beyond the employee's ability to control;

Serves as a visible and approachable presence at transit stops and onboard vehicles, assisting passengers with inquiries about routes, schedules, and services;

Provides real-time updates and guidance to passengers regarding delays, detours, and service changes;

Assists passengers with boarding, alighting, and transfers, including support for individuals with disabilities, seniors, and families with children;

Acts as a liaison between the UCAT system and the community, gathering feedback from passengers to inform service improvements;

Educates the public about UCAT services and policies through in-person interactions and community events;

Promotes the use of UCAT by engaging with local organizations, schools, and community groups to increase awareness and ridership;

Provides information on how to access other types of social support programs which may be useful to passengers;

Maintains accurate records of passenger interactions, incidents, and feedback for reporting purposes;

Distributes UCAT-related materials, such as maps, brochures, and schedules, to passengers and at key locations;

Supports UCAT drivers and other staff by assisting with the public during peak times and special events.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the practices and procedures of security work; good knowledge of safety techniques and fire prevention; good knowledge of first aide techniques; working knowledge of UCAT services and policies; ability to deal effectively with others; ability to think and act quickly in the event of an emergency; ability to remain clear and decisive in emergency and stressful situations; willingness to work nights, weekends, and holidays; integrity; dependability; good judgement; tact.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from high school or possession of a high school equivalency diploma; **OR**
- B. One year of full-time paid, or its' part-time equivalent, experience in law or security enforcement.

**Special Requirement:** Possession of a valid New York State Driver's license in agencies where the operation of a motor vehicle is required.

**Note:** Effective July 12, 1993, Chapter 336 of the Laws of 1992 established requirements that individuals in public and private sector employment, whose principal responsibility is to perform security guard duties, must be registered with the New York State Department of State and complete a pre-assignment training. Anyone hired after December 31, 1993, will have to complete the registration and training prior to performing the duties of the position.

ULSTER COUNTY

0972 BUS STEW

Classification: Proposed Non-Competitive

Grade: 9

Union: CSEA

Adopted: May 5, 2025