



**THE CHICAGO TRANSIT AUTHORITY
POSITION DESCRIPTION**

JSN: 5497	Grade: H474	Union Affiliation: 308
Position:	Extra Board	
Department:	Rail Operations	
Location:	Various	
Reports To:	Manager, Transportation – Rail	
Safety Sensitive:	FTA	Date: July 2013

POSITION SUMMARY

Provides customer assistance at the highest level to transit patrons aboard vehicles and in and around transit facilities. Assists transportation crews as required. When an employee elects or is forced as an "extra"/reserve employee outside of their frozen classification and is assigned to work in classifications for which they have been previously qualified, any combination of the following positions could represent the job duties and responsibilities of a position selected off the extra board: Customer Service Assistant, Customer Service Representative, Full-Time Temporary Flagmen, Rapid Transit Operator, Switchman, or Towerman. When selecting such a position, the duties and requirements of that position shall be followed.

PRIMARY RESPONSIBILITIES

1	Ensures that customers aboard CTA vehicles and in and around CTA facilities are accommodated in a friendly, pleasant, courteous manner.
2	Ensures that customers receive timely, accurate and concise information relative to bus and rail schedules, fare information, fare media, use of automatic fare collection machines, routes, transfer points, points of interest, facilities and equipment accessibility and any other information necessary for ease of travel.
3	Provides special assistance to mobility limited patrons utilizing gap fillers and other aids as required to board and alight vehicles and ingress and egress facilities.
4	Assists train crews with troubleshooting, cutting out cars, vehicle doors and in making other operational adjustments as required.
5	Ensures that safety hazards such as debris, refuse, and any unsightly or unpleasant conditions are removed or corrected.
6	Routinely contacts Control Center when arriving and departing assigned station/area.
7	Reports all accidents, suspicious activity, emergencies and unusual occurrences to the Control Center in a timely manner.
8	Inspects boarding passes, permits and I.D. cards for validity and immediately reports invalid material to appropriate personnel.
9	Issues maps, timetables, schedules, brochures and other pertinent informational materials when requested or required.
10	Monitors and coordinates station cleanliness, defective revenue equipment or station repair needs in and around the facilities and either reconciles or reports conditions to appropriate personnel in a timely manner.
11	Assists in evacuating passengers from facilities and/or vehicles as necessary and



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	maintains knowledge of pertinent procedures and techniques.
12	Escorts customers from the paid area to the platform during evening and “off peak” periods as needed.
13	Routinely inspects assigned facilities while on duty to ensure cleanliness and propriety. May open and/or close stations as determined according to shift assigned.

SUPERVISORY RESPONSIBILITIES

Reporting to this position are the following jobs:

Job Title
<ul style="list-style-type: none">• None

CHALLENGES

<ul style="list-style-type: none">•

EDUCATION/EXPERIENCE REQUIREMENTS

<ul style="list-style-type: none">• Required to submit to and pass drug and alcohol testing as mandated by the Federal Transportation Administration.• Required to have completed the Authority’s Customer Assistant Training Program and demonstrate the ability to perform the required duties and responsibilities.• Required to maintain a neat and professional appearance at all times.

PHYSICAL REQUIREMENTS

<ul style="list-style-type: none">• Required to stand for extended periods of time and climb up and down from station platforms; may be in close proximity to electrical energized conductors.• Required to stand distributing maps and timetables, answering questions, walking to open and close station, monitor passenger flow; performing fare inspections, and sitting at Customer Assistance booth.• Required to lift using platform gap fillers, carrying using platform gap fillers, and pushing wheelchairs on platform and within rail cars revenue collection equipment, and facilities issues.• Required to climb stairs and balancing on board inspections; assistance of passengers.• Required to stoop to maintain station appearance, picking up debris, kneeling and crouching to clear faregate jams; from side of turnstile in 16’ aisle.• Required to reach and handle to maintain information boards; posting notices, fare registration when assisting customers, fingering when punching transfers and feeling when processing when processing transfers.• Required to talk to provide information; greeting customers, hearing to listen for questions and comments and special announcements.



THE CHICAGO TRANSIT AUTHORITY POSITION DESCRIPTION

- Required to see near for transfer and pass verification and far for observing elevators, escalators and platform for customer safety and color vision to distinguish transfer markings, passes, route maps, etc.

KNOWLEDGE, SKILLS, AND ABILITIES

- Required to possess a suitable temperament and disposition necessary for establishing and maintaining amiable relations with customers at all times.
- Possess customer service experience or skills to provide outstanding customer service to passengers.
- Required to have a thorough knowledge of the fare structure, the operation and features of the Automatic Fare Collection equipment, passes, permits, transit and Transfer Card regulations and all rules and regulations and all rules and procedures governing fare collection.
- Required to possess a knowledge of the Authority's railroad, bus systems and schedules, routes, transfer and connecting points and the Chicago Metropolitan area and all of its major points of interest.
- Required to possess the skills necessary to effectively assist customers in normal and emergency situations.
- Must be able to understand and follow oral and written instructions.
- Must accurately perform basic arithmetic operations.
- Must possess a knowledge of rail car operations necessary to cut out cars, car doors and make other minor adjustments as required.
- Required to possess the skills necessary to write, express oneself orally and prepare and submit all pertinent reports concisely and accurately in a timely manner.

WORKING CONDITIONS

- Required to carry two-way radio.
- Required to work various days and hours and locations as assigned often open platforms and around stations. Subject to existing weather conditions.
- May be required to travel to various rail stations during scheduled shifts.
- Required to work inside and outside.
- Required to perform duties outside in extremely hot or cold weather.
- Required to perform duties outside in rain, snow and high humidity.
- Required to perform duties with noise and vibrations from moving trains.
- Exposed to hazardous conditions such as mechanical when card transport is open and chemical when booth is being cleaned.
- Exposed to fumes from bus staging areas.



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EQUIPMENT, TOOLS, AND MATERIALS UTILIZED

- Two-way radio, gap filler, systems maps and schedules, automated fare collection equipment.