

COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
CIVIL SERVICE COMMISSION
OFFICE OF PERSONNEL MANAGEMENT



RAYMOND M. MUÑA
Chairperson, CSC

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JOSEPH M. PANGELINAN
Acting Director of Personnel

EXAMINATION ANNOUNCEMENT NO: 24-028
OPENING DATE: 02/21/24
CLOSING DATE: 03/06/24

This examination is for the purpose of developing an Open Competitive and Promotional Eligible list. It is the policy of the Commonwealth of the Northern Mariana Islands that the personnel system will be applied and administered according to the principle of equal opportunity for all citizens and nationals as defined by the Northern Marianas Commonwealth Constitution regardless of age, race, sex, religion, political affiliation or belief, marital status, disability or place of origin.

POSITION AND SALARY: Transit Information Specialist

Ungraded
\$18,000.00 - \$25,000.00 P/A

The salary given will be determined by the qualification of the appointee.

LOCATION: Office of the Governor, Saipan
Commonwealth Office of Transit Authority

DUTIES:

All behaviors comply with the COTA Operating Policies and Procedures Manual. Adheres to assigned work schedule as outlined in Personnel Rules & Regulations and COTA Operating Procedures covering attendance. Monitors and responds to a variety of calls including two-way radios and mobile phone; verify and monitor staff unit locations; records all service calls. Prepares, prioritizes and relay transformation requests including emergency situations. Responds to all service calls received in person, via phone, e-mail or fax using the highest standards of customer service. Schedules daily bus routes in response to passenger service requests using computer scheduling software or Transportation Management Software System. Reviews, organizes and maintains trip manifests to maximize route efficiency. Collect transit fares and distribute transit tickets, account for reconciliation of funds received. Conducts appropriate cash controls & processes new client applications. Maintains written and computer generated logs of all service requests; updates client information, driver hours, mileage and passenger information for reporting purposes; responds to all calls and service requests promptly and with courtesy. Maintains familiarity with all routes and transportation equipment. Prepares daily trip schedule and report regarding service requests. Maintains accurate logs of daily events. Prepare and maintain a variety of files and filing systems; prepare, maintain and update various records including work orders. Respond to emergency situations as requested including hazardous and serve weather conditions which may involve fires, floods, and typhoons; coordinate with police and emergency dispatchers as required. Perform COTA Transit Operator/Driver duties when necessary. Collect, record, and prepare reports regarding transportation services; verify driver logs; distribute information to appropriate staff members. Prepare a variety of correspondence, reports and documents as assigned; complete various forms. Coordinate with Service Center and drivers regarding vehicle maintenance and driver dueling training. Oversee Dispatch Unite and duty when Manager is not present. Oversee Transit Operators and Operators station if needed. Ensure that all manifests, applications, schedules, and reports are organized and maintained electronically as needed. Main Point of Contact for all Transit Information Specialist when Manager is not available. Prepares Transit Operator and Transit Information Specialist when Manager is not available. Prepares Transit Operator and Transit Information Specialist work schedule in accordance with approval of Manager. Perform other related duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

Graduation from high school or equivalent education program plus four (4) years of experience dealing with the public (face to face/over the phone). Must possess a CNMI Class B Commercial Driver's License. Copy of Diploma or Official Transcript and Criminal Record must be attached to the application.

CONDITIONAL REQUIREMENTS:

*This position is "**COVERED**"; Is eligible to receive overtime payment for overtime hours performed pursuant to Part IV.B16 of the Personnel Service System Rules and Regulation (PSSR&R) and the Fair Labor Standards Act (FLSA).

NOTE: Education and training claimed under item 24(A) through (H) of the Application for Employment must be substantiated by an official school transcript, diploma or certificate. FAILURE TO PROVIDE THE REQUIRED DOCUMENTS WILL RESULT IN AUTOMATIC DISQUALIFICATION.

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Personnel Management
Springs Plaza, Gualo Rai
Saipan, MP 96950

Office of Personnel Management
Antonio C. Atalig Public Library Bldg.
Office of the Mayor, Tatachog,
Rota, MP 96951

Office of Personnel Management
San Jose Village
Tinian, MP 96952