

## Transportation Attendant

### WAGES AND EMPLOYMENT TRENDS

#### New York City

2006 Entry-level hourly wage	\$7.32
2006 Median hourly wage	\$8.71

#### New York State

Job growth outlook 2004–2014 (from 8,100 in 2004)	N/A
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### JOB CHARACTERISTICS

#### What do transportation attendants do?

- Provide boarding assistance to elderly, sick, or injured people.
- Open and close doors for passengers.
- Respond to passengers' questions, requests, or complaints.
- Explain and demonstrate safety procedures and safety equipment use.
- Perform equipment safety checks prior to departure.
- Signal transportation operators to stop or to proceed.
- Count and verify tickets and seat reservations, and record numbers of passengers boarding and disembarking.
- Greet passengers boarding transportation equipment, and announce routes and stops.
- Collect fares from passengers and provide change in return.
- Issue and collect passenger boarding passes and transfers, tearing or punching tickets as necessary to prevent reuse.

#### In what type of *conditions* do transportation attendants work?

- **Work in enclosed vehicles.** The job often requires working in a closed vehicle or equipment.
- **Contact with others.** Requires contact with others (face-to-face, by telephone, or otherwise).
- **Time pressure.** Requires meeting strict deadlines and remaining on schedule.
- **Sitting.** Requires time sitting.
- **Consequence of error.** Mistakes that are not readily correctable have serious consequences.

### EMPLOYEE CHARACTERISTICS AND QUALIFICATIONS

#### How much *education* must a transportation attendant have?

A high school diploma or GED is usually required; some employers may require vocational training or job-related course work too.

#### What kind of *licensing* must a transportation attendant have?

Transportation attendants do not need licensing; however, may require security background check.

#### How much *work experience* should a transportation attendant have?

Some previous work-related skill, knowledge, or experience is helpful, but it is usually not required.

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### What type of *job training* does a transportation attendant need?

Anywhere from a few months to one year of working with experienced employees.

### What are the most important *abilities* a transportation attendant should have?

- **Oral comprehension.** The ability to listen to and understand information and ideas presented through spoken words.
- **Oral expression.** The ability to verbally communicate information and ideas so others will understand.
- **Speech clarity.** The ability to speak clearly so others will understand.
- **Problem sensitivity.** The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech recognition.** The ability to identify and understand the speech of another person.

### What are the most important *skills* for a transportation attendant to have?

- **Active listening.** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking.** Talking to others to convey information effectively.
- **Service orientation.** Actively looking for ways to help people.
- **Social perceptiveness.** Being aware of others' reactions and understanding why they react as they do.

- **Monitoring.** Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

### RELATED OCCUPATIONS

- Combined Food Preparation and Serving Workers, Including Fast Food
- Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
- Locker Room, Coatroom, and Dressing Room Attendants
- Baggage Porters and Bellhops
- Tour Guides and Escorts
- Flight Attendants
- Personal and Home Care Aides
- Counter and Rental Clerks

SOURCE O\*NET Summary reports and occupational databases. Retrieved May 2008, from <http://online.onetcenter.org/>.