

Intercity Transit
JOB TITLE: Operations Assistant

BAND	GRADE	SUBGRADE
B	2	1
DEPARTMENT: Operations	DIVISION: Operations	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Operations Director	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: B21
SUMMARY: Provides staff assistance and a variety of administrative duties in support of the Operations Department.		
DISTINGUISHING CHARACTERISTICS: Performs specialized administrative activities in support of the Operations Department. As an Assistant, primarily performs duties of a support nature for the Dial-A-Lift (DAL) divisions requiring knowledge of the department. Work is performed within general parameters.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Provides verbal and written information and materials to DAL clients; notifies clients of status in process and certification timeliness; tracks client certification requests and follows up on completion of eligibility; and maintains client database in computer.	Daily 30% (B2)
2.	Prepares correspondence, detailed letters, confidential documents, agreements, reports, and forms independently or from brief instructions or notes; verifies information as needed; edits, formats, posts and distributes documents. May require research and data collection. Enters data for Route Match system. Compiles all related data and prepares monthly statement. Maintains DAL and Operations files.	Daily 20% (A1)
3.	Responds to department, outside agencies, employee and public inquiries; provides information within scope of knowledge and authority or refers individual to appropriate staff.	Daily 15% (A1)
4.	Collects, routes, tracks and manages information for Customer Comment Module. Provides reports and/or data.	Daily 5% (B2)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
5.	Prepares, gathers, tracks, and develops budgetary data for the Operations Department for the annual fiscal year. Prepares updates to assist managers with decisions regarding purchases. Researches information and supply sources to ensure purchases are adequate and cost effective. Orders supplies, purchases equipment, delivers and/or sets up purchases. Prepares and routes purchase order requests.	Monthly 5% (B2)
6.	Maintains Operations resource center and bulletin board to include posting of new information and removing outdated documents. . Maintains supply of gloves, anti-microbial wipes and eyewear cleaning supplies in the Operators Lounge.	Daily 5% (A1)
7.	Gathers data, reviews information and prepares statistical reports required by Operations and other departments including SRO reports, On –Time Performance, Safe Driving/Accident Reports. Prepares Safe Driving Award Certificates.	Daily 5% (B2)
8.	Processes Public Community Activity requests from outside organizations and individuals for use of I.T. facilities.	Occasionally 5% (A1)
9.	Attends meetings; prepares agendas, minutes, and supporting documents; copies, collates and distributes documents to attendees or others as assigned.	Monthly 5% (A1)
10.	Schedules training sessions for departmental staff. Coordinates travel plans within the department; registers conference attendees and makes travel reservations.	Monthly 5% (A1)
11.	Serves on Agency Records Committee; provides assistance to departmental staff regarding records management.	As Required
12.	Performs other duties of a similar nature or level.	As Required
14.	Must meet regular time and attendance standards.	Always

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Knowledge (position requirements at entry):

Knowledge of:

- Customer service principles;
- Modern office procedures, methods, and equipment;
- Basic filing and recordkeeping principles;
- Basic mathematical concepts;
- Word processing methods;
- Records management practices;
- Travel planning practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- English language, grammar, and punctuation.

Skills (position requirements at entry):

Skill in:

- Using computers and related software applications;
- Performing routine mathematical calculations;
- Providing customer service;
- Filing;
- Keyboarding;
- Performing multiple tasks simultaneously;
- Using modern office equipment;
- Reading and interpreting documents;
- Analyzing data and comparing various sources of information;
- Processing and maintaining a variety of records;
- Preparing a variety of reports and other related written correspondence and materials;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associates Degree and three years of increasingly responsible administrative support experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

None Required.

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

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Physical Requirements:

Positions in this class typically require: reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised 5/05

Revised 3/29/06 by CDiRito: added scheduler/vanpool duties for multiple positions

Revised 4/24/07 CDiRito: requirement for WSP Background Check

Revised: 6/1/09 + additional background ✓'s; CDiRito

~~April~~ 2010 draft; for position review (removed scheduling/vanpool duties)

Sept 2010 final; reclass/DBM ranked

Revised: 9/16/2011 Comp Class Review: HR