

Intercity Transit
JOB TITLE: Village Vans Assistant

BAND	GRADE	SUBGRADE
A	1	3
DEPARTMENT: Operations	DIVISION: Village Vans	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Village Vans Supervisor	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: A13
SUMMARY: Provides staff assistance in support of the village van program. Assists in determining customer eligibility and scheduling rides and dispatching vehicles; provides a variety of administrative duties in support of programs funded with Federal and State grants.		
DISTINGUISHING CHARACTERISTICS: Performs routine and administrative support activities in support of the Village Vans program. As an Assistant, primarily performs duties of a support nature for the Village Vans program requiring general office knowledge. Work performed is within clearly defined parameters.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Receives, records and schedules advance reservation service requests using ride scheduling software and established protocols. Handles customer inquiries and complaints and routes as necessary. Schedules and communicates with volunteers.	Daily 60% (A1)
2.	Assists volunteer drivers with routes, stops and individual customer information; dispatches changes in manifest/ride data; assists with incident reporting and procedural questions, and coordinates with Maintenance on repairs.	Daily 10% (A1)
3.	Generates reports and forms that support the Village Vans program as directed.	Daily 10% (A1)
4.	Assists in training volunteer Village Van Drivers and volunteer Administrative Assistant.	Daily 15% (A1)
5.	Prepares customer correspondence and informational materials as directed.	Daily 5% (A1)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
6.	Prepares client letters and informational materials as directed. Prepares related reports.	Daily 5% (A1)
7.	Serves as back-up driver for Village Vans 7-15 passenger size vehicles .	Occasionally
8.	Performs other duties of a similar nature or level.	As Required
9.	Must meet regular time and attendance standards.	Always

Knowledge (position requirements at entry):

Knowledge of:

- Modern office procedures and equipment;
- Customer service principles;
- Recordkeeping principles;
- Basic mathematical concepts;
- Filing procedures and practices;
- Dispatching practices;
- Office organizational practices.

Skills (position requirements at entry):

Skill in:

- Using a computer and related software applications;
- Keyboarding;
- Maintaining databases;
- Reading, interpreting, and editing manuals and documents;
- Handling difficult customers;
- Using proper English, grammar, punctuation, and spelling;
- Compiling and distributing data and information;
- Prioritizing work and performing multiple tasks;
- Maintaining records;
- Providing customer service;
- Processing a variety of forms and paperwork;
- 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.

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Training and Experience (position requirements at entry):

High School Diploma, or G.E.D., and three years of customer service or general office 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):

- Washington Driver's License.

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

Physical Requirements:

Positions in this class typically require: 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: 6/1/09 + background ✓'s; CDiRito

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

Revised: 2/10/14 Essential Function #7 added