

SPOKANE TRANSIT

POSITION DESCRIPTION

TRANSPORTATION ADMINISTRATIVE ASSISTANT

NATURE OF WORK

Position performs general administrative work for the Transportation Department. Work requires the application of independent judgment based on considerable knowledge of the functions of the department, a high degree of confidentiality and regular attendance. Work requires the use of office equipment. Work requires concentrated attention to prevent errors, which, if not detected, can result in significant losses of time and/or money. Employee has regular contact with both inside and outside sources to supply or obtain factual information. Duties are sedentary in nature and performed under average working conditions. Attendance is critical for performing the duties of this position in an effective and efficient manner.

SUPERVISION

Position is under the direct supervision of the Fixed Route Transportation Manager.

ESSENTIAL FUNCTIONS

Performs general administrative support work for the Fixed Route Transportation Manager, Fixed Route Assistant Transportation Manager, and Fixed Route Supervisors.

Example of Duties

Types correspondence, reports, documents and other material; independently composes, signs and mails routine correspondence.

Provides support for the Transportation Department; meets the public; answers inquiries requiring knowledge of organizational policies, procedures and activities, or directs them to proper offices; makes appointments and keeps schedule for the Transportation Manager and other supervisory personnel; disseminates departmental policies and procedures to department supervisors and other responsible staff.

Maintains departmental, general correspondence and technical files and records; prepares personnel action forms; and updates and maintains personnel files for coach operators.

Prepares, distributes and maintains a record of operating notices, route changes, detours, special events/rider alerts and other special instructions necessary to ensure continuity of service.

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Assists in preparation of supervisor payroll records and the typing and posting of weekly supervisor shifts and markups. Maintain vacation & floater calendar for all office personnel, maintains daily logs and entries for Supervisors attendance records.

Accounts payable for Fixed Route Transportation. Orders departmental supplies.

Administers department programs and provides assistance to Transportation Supervisors and Coach Operators.

Example of Duties

Administers the uniform allowance program for Coach Operators, Fixed Route Transportation Supervisors, and Training Instructors including individual employee account maintenance, contact with uniform vendors, and preparation and payment of vouchers, including payables. Assist in specs for new uniform contracts. Conduct inventory of all uniform accounts annually for Finance, chair the Uniform Committee meetings.

Assists Coach Operators by providing and preparing necessary forms.

Assists the HR Department in advising Transportation Department employees of their eligibility for company benefits and processes forms and other documents related to administration of the pay plan.

Log all incident reports into Trapeze Ops and maintain file of incident reports, log and maintain customer comments regarding the Transportation Department received throughout STA; and handles telephone complaints. Research and distribute documents to supervisory personnel for follow-up.

Documents accident reports and distributes supporting documents to third party administrator and appropriate Spokane Transit staff.

Maintains records of verbal and written reprimands and assist Supervisors in follow-up action, if needed.

Assist HR Dept. and Safety/Risk staff in compiling records for attendance/safety awards for Coach Operators.

Compile all information pertaining to the local STA Roadeo for Coach Operators. Assist Safety/Risk departments in timekeeping/scoring for the local STA Roadeo.

Log and assimilate information for the monthly Quality Counts program.

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Must be punctual, reliable and maintain regular attendance in order to contribute individually to the efficient and effective delivery of transportation service to the general public.

Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties and training as dictated by their Supervisor and/or Spokane Transit.

MINIMUM REQUIREMENTS

Training and Experience: Three years of administrative work experience. Two years of business education training may be substituted for up to one year of experience. Working knowledge of public transportation systems. Ability to rapidly learn functions of Spokane Transit Fixed Route. Knowledge of city streets, landmarks, businesses in the Spokane area.

Keyboarding Skills: Ability to keyboard accurately at the minimum rate of 50 words per minute. Must be accurate with spelling and grammar to prevent clerical errors.

Physical Capabilities: The physical activity of the position requires the ability to stoop, reach, perform repetitive finger motion and talk.

Must be able to hear well enough, with or without correction, to receive detailed information through oral communication.

Exert up to 10 pounds of force occasionally and/or a negligible amount of force constantly to move objects.

Visual acuity to determine depth and field of vision.

Repetitive motions of wrist, hands and/or fingers.

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SELECTION FACTORS

Considerable knowledge of modern office practices, procedures, machines and of business English and arithmetic.

Ability to learn rapidly the activities, policies and procedures related to the duties and responsibilities of the Transportation Manager.

Ability to keep complex records, compose correspondence and perform routine office management details without referral to the Fixed Route Transportation Manager.

Ability to establish and maintain good public and employee relations, including excellent customer service skills.

Ability to accurately take verbal and/or recorded dictation and to accurately transcribe such dictation.

Working experience with Microsoft Office products such as Outlook, Excel, Word, and Powerpoint.

Ability to attend scheduled evening meetings as required.

WAGE

As provided for in the labor agreement with ATU 1015.

AA/EEO

Spokane Transit is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Date

Employee Signature