



Job Description
Job Code: 117
Range: 21

ADMINISTRATIVE ASSISTANT - TRANSPORTATION

DEFINITION: Under direct supervision of the Transportation Manager or designee, provides all clerical support services for transportation services division, provides financial reports, ridership reporting, financial communications, accounting services, telephonic assistance and payroll support; and performs other related duties as assigned.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

In compliance with federal, state and local laws, assists customers by determining eligibility of clients for Para-transit services. Evaluates eligibility applications, medical documentation and recertification documentation and performs interview with Para-transit applicant, then evaluates the nature of the applicant's abilities or limitations to determine the service that best meets the client's needs. Based on application and interview, recommends client application to Transit Manager for decision.

Compiles periodic reports (e.g. weekly, monthly, quarterly, annual, statistical, fiscal, financial and budget, etc.), as requested. Handles cash and receipts along with preparing cash summaries and basic account reports. Receives and codes invoices for Transportation Department and forwards to Accounts Payable for processing; verifies completeness and accuracy of computations and data entry along with balancing simple account information.

Issues monthly billings to clients for transportation services; counts and tracks daily revenues and forwards to Finance Department. Assists with invoices, deposits and printing of taxi vouchers. May follow up on delinquent billings.

Responds to requests for information acting as receptionist, fielding customer calls and providing trip planning assistance for the public; conducts sale of bus passes, organizes driver's fare boxes and collection and accounting of funds.

Acts as backup for all dispatcher job duties as needed to cover absences, breaks and lunches. Ensures office equipment at the Verde Valley Transportation Facility is operating properly and is maintained.

Administrative Assistant – Transportation (Continued)

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of proper English, grammar, and spelling.
Proficiency in the use of personal computers and word processing, and spreadsheet software.
Knowledge of Word, Microsoft Excel, or other spreadsheet software and applications.
Knowledge of proper telephone techniques.
Knowledge of basic general accounting procedures.
Skill in dealing with the public in a professional and courteous manner.
Skill in providing effective customer service to the general public.
Skill in creating and maintaining manual and automated files.
Must maintain a professional image.
Knowledge of cash handling principles
Effective organization and time management
Knowledge of best practices in business management
Efficient in data entry and have a good knowledge of mathematical skills

PHYSICAL REQUIREMENTS: This classification is in an office environment requiring mostly sedentary activities for the majority of the workday.

MINIMUM QUALIFICATIONS: The equivalent of a high school diploma and three (3) years office experience in a public setting; Possession of or ability to obtain a valid Arizona drivers license; 1 year experience working with persons with disabilities or any equivalent combination of education, training and experience, which demonstrates the ability to perform the duties of the position; Knowledge of transportation/transit front office procedures or ability to learn procedures within six months of hire. Computer and word processing experience with working knowledge of Word, Excel, and possibly Access.