

KETCHIKAN GATEWAY BOROUGH**JOB DESCRIPTION****POSITION:** Administrative Assistant

APPROVAL DATE: _____

*Cy***REPORTS TO:** Transit Manager

APPROVED BY: _____

*1/26/12***DEPARTMENT:** Transit

STATUS:

NON-EXEMPT

APEA-REPRESENTED

Ketchikan Gateway Borough job descriptions are a management tool to help organize duties and provide employees with the employer's expectations with regard to a specific job classification. The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is a reasonable assignment for the position.

JOB SUMMARY:

Responsible for providing routine and confidential secretarial and clerical support to the Transit Supervisor.

ESSENTIAL JOB FUNCTIONS:

- Answer telephone and other media forms, and assist callers with Transit information, including schedules, stop locations, ridership policies and rules and other inquiries. Maintain FlashAlerts, website, and other media forms to keep passengers and customers informed of Transit related issues and news.
- Assist with miscellaneous office tasks such as use of the computer, typing, filing, mail handling, copying, maintaining records, compiling data, and other support tasks for the department under the direction of the Transit Supervisor.
- Perform a variety of word processing functions which include: correspondence, reports, agenda statements, ordinances, resolutions, and various legal documents such as contracts, agreements and proposals. Compose letters and memoranda as directed.
- Process purchase orders, invoices, and check requests for the department in accordance with established Borough policies. Maintain purchase order logs as required.
- Work with and maintain the confidentiality and security of sensitive, privileged, confidential personnel and collective bargaining information, including personnel forms, employee evaluations or disciplinary communications, grievance

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investigation reports and correspondence, and other sensitive investigative reports. Assist with the monitoring of DOT required items such as random drug tests, medical certificates and CDL renewals.

- Assist the Transit Supervisor with Accident Investigations and Incident Reports.
- Handle, account for, and report on cash value items such as daily and monthly bus passes.
- Assist the Transit Supervisor with preparation of driver schedules, route schedules, department PTO calendars, grant applications, and other schedules or documents. Assist with the monitoring of overtime assignments and requests.
- Collect and ensure accurate completion of timecards, PTO requests and other similar documents.
- Collect, organize and maintain information from varied sources for statistical reporting on categories such as ridership, complaints, revenue collection, and other transit related information.
- Establish and maintain courteous and positive working relationships with other Borough personnel, private businesses, the general public, and other governmental agencies.
- Review and check documents, records and forms for accuracy, completeness, and conformity to policies and/or procedures.
- Arrange meetings, trips, and schedules. Conduct errands as requested by the Transit Supervisor.
- Manage the ADA certification process as required by the Code of Federal Regulations, comply with ADA reporting requirements. Provides monitoring and application of paratransit eligibility.

ADDITIONAL JOB DUTIES:

- Provide instruction to other employees of this or a similar job classification in all aspects of procedure and technique relating to the duties required by this job description unless such instruction requires a specialized certification which the employee doing the training does not have.
- Perform related other duties, as directed by the Transit Supervisor.

PHYSICAL ACTIVITIES INCLUDE:

Must be able to hear. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Ability to use hands to finger, handle, or operate objects, tools, or controls; reach with hands and

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arms; climb or balance; stoop, kneel, crouch; and taste or smell. Each of the listed activities also requires standing, sitting, walking, bending, stooping, climbing on stools and ladders, and routinely lift, pull, drag, and carry recreational equipment and boxes up to forty (40) pounds.

Using various office machines, including long periods of standing at copier, sitting in front of computer monitor, and writing by hand.

LICENSES:

- ✓ State of Alaska Driver's License with an acceptable driving record.

QUALIFICATIONS:

- Ability to work with little supervision, be self motivated, manage time effectively and solve problems successfully.
- Professional attitude and positive customer service skills. Ability to exercise tact and diplomacy in situations of conflict.
- Ability to develop and maintain courteous and productive relationships with public, supervisor and co-workers.
- Ability to coordinate activities, compile data, and process forms and information. Interpersonal skills, pleasant telephone manner, the ability to resolve problems, and a strong sense of teamwork.
- Knowledge of general office procedures. Well developed grammar and spelling skills.
- Ability to operate standard office equipment, including copiers, word processors and computers. Computer knowledge mandatory.

EDUCATION AND EXPERIENCE:

- High School diploma or GED equivalent.
- Three to four years of administrative or secretarial experience.

Any combination of related education and/or related experience will be considered if the candidate possesses the demonstrated ability.