



## CITY OF SANDY JOB DESCRIPTION

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<b>POSITION TITLE:</b>	Transit Administrative Assistant
<b>DEPARTMENT:</b>	Transit
<b>FLSA STATUS:</b>	Non-Exempt
<b>SALARY RANGE:</b>	C
<b>REPRESENTATION:</b>	None

### **GENERAL POSITION SUMMARY:**

This position is responsible for a wide range of duties that support the work of the Operations Center, which includes Public Works, Parks, and Transit. Responsibilities include, but are not limited to; data entry, document creation, mass mailings, public contact, reports, and general office clerical duties.

### **ESSENTIAL JOB FUNCTIONS:**

- Perform as a receptionist by greeting visitors in person or over the phone and assists the public by referral to proper agency whenever possible.
- Responsible for transit tax data entry, tax collection letters, mailings, and telephone conversations.
- Responsible for Public Works support such as but not limited to backflow device data entry, reminder notices, and mailings.
- Create documents and correspondence.
- Assist and conduct rider surveys and outreach which often requires work hours outside of typical Monday thru Friday shift.
- Maintain and update website information.
- Provide a variety of administrative tasks for Sandy Transit, Public Works, Operations Center and Clackamas County transit services, including but not limited to dispatch and scheduling when necessary.
- Assist with marketing activities including literature production and distribution, flyers, ads, and public notices.
- Disseminate information throughout town, including bus shelters.
- Set up meeting rooms, produce meeting materials, and generate minutes for Transit Advisory Board and other meetings.
- Monthly reconciliation of bus pass inventory at numerous locations via an excel spreadsheet.
- Participate in required training programs and staff meetings.
- Maintain a clean and organized front desk, copy/supply room and kitchenette for the Operations Center.
- Maintain schedules for Public Works and Parks programs.
- Attend conferences, which may include overnight travel.
- Requires professional handling of information that is sensitive and confidential in nature.
- Perform other duties as required.
- Establish and maintain positive working relations with coworkers, citizens, and the general public.

**JOB SPECIFICATIONS:**

Required: A minimum of one to three years of office setting and customer service experience.

**Necessary Knowledge, Skills and Abilities:**

- Considerable knowledge of general office procedures and related office equipment.
- Ability to work independently on assigned tasks and to make decisions with minimal supervision.
- Ability to prioritize and organize tasks within specific timelines.
- General knowledge of geographic service district is preferred.
- Ability to exercise good judgement, courtesy, patience, and tact in public contact and problem resolution.
- Excellent interpersonal verbal, written and telephone skills.
- Excellent customer service skills.
- Must be able to professionally handle angry and disgruntled customers.
- Intermediate proficiency with computer programs, including word processing, spreadsheets and databases.

**Special Requirements/Licenses:**

Possession of, or required to obtain a valid driver's license within thirty (30) days of hire. Must have a safe driving record.

Must be able to pass the department's security clearance standards including, but not limited to, reference check, criminal history check and satisfactory driving record.

**SUPERVISION RECEIVED:**

Works under the direction of the Transit Director.

**SUPERVISORY RESPONSIBILITIES:**

This position is not a supervisory position.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Required to walk up and down stairs or to sit for long periods of time and must have the hearing and speaking ability to carry on conversations in one-on-one, small group settings and conduct formal presentations.
- Able to reach with hands and arms, use hands to finger, handle, operate objects, tools, or controls and must have sufficient hand eye coordination to operate common business equipment.

- Able to bend or stretch to properly secure mobility devices and bicycles on board company vehicles.
- Specific vision abilities required by this job includes close vision and ability to adjust focus.
- Occasionally required to lift items from below the knees or above the shoulders; ability to move and/or lift 40 pounds.

**TOOLS AND EQUIPMENT USED:**

- General office equipment including, but not limited to, computer, copier, fax machine, calculator, and telephone.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting in well-lighted, temperature-controlled office environment. Some external noise.
- Work is intermittently performed in the outdoor work environment, and/or public transit vehicles, travel from site to site, exposure to noise, smoke, fumes, and gases.

*This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.*

*Andi Howell*  
**Transit Director**

Adopted: 06/21/17; Revision: 1/22/2020, 8/2020

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

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**Employee**

**Date**