

Intercity Transit
JOB TITLE: Administration Assistant

BAND	GRADE	SUBGRADE
A	1	2
DEPARTMENT: Finance and Administration	DIVISION: Finance	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Finance Manager	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: A12
SUMMARY: Provides staff assistance and administrative support for a variety of customer service, office administration, accounting, and data processing duties in support of the Finance and Administration Department.		
DISTINGUISHING CHARACTERISTICS: Performs routine and administrative support activities in support of the Finance and Administration Department. As an Assistant, primarily performs duties of a support nature for the Finance and Administration Department 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.	Greets and assists employees, outside agencies, and the public by phone on a PBX telephone system or in person, determines nature of business, and directs callers or visitors to appropriate person or destination. Provides route and schedule information in person based on knowledge of System services. Explains Agency policies, rules, and procedures within scope of knowledge and authority or refers to appropriate person.	Daily 25% (A1)
2.	Schedules and tracks reservations and keys for staff vehicles. Coordinates group travel.	Daily 15% (A1)
3.	Provides general recruitment information to prospective applicants in-person or by telephone.	Monthly 5% (A1)
4.	Maintains front counter, lobby, and supply/work room; stocks paper, supplies and related materials. Orders and maintains office supplies; establishes levels of supplies; meets with salespersons regarding supplies/equipment; prepares and processes purchase orders for payment.	Daily 10% (A1)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
5.	Performs a variety of administrative support duties including processing mail and telephone bids; cash receipting of bike lockers and vanpool rider payments; processing and filing redeemed warrants and payroll checks; maintaining databases; processing employee picture passes; reconciling bank statements; and preparing emergency vouchers. Provides input on supplies and equipment needs.	Daily 10% (A1)
6.	Peruses booklets, pamphlets, brochures, and newspapers for Agency-related articles. Copies articles and distributes to appropriate individuals. Maintains Agency-related articles.	Daily 5% (A1)
7.	Coordinates maintenance of office equipment including typewriters, copiers, postage meters, binders and laminators; orders related supplies and performs necessary operator servicing; places service calls as needed. Reviews related invoices for accuracy.	Daily 5% (A1)
8.	Collects and distributes incoming mail; processes outgoing mail for pickup. Prepares priority and express mail, maintains tracking and instruction forms, and tracks certified mail receipts. Prepares requisitions for yearly bulk mail, post office box rental and permit dues.	Daily 5% (A1)
9.	Conducts and verifies audits on invoices to ensure accuracy; identifies and resolves discrepancies.	Weekly 5% (A1)
10.	Updates and distributes authorized paycheck pick-up sign sheets.	Monthly 5% (A1)
11.	Develops and maintains efficient manual and automated filing system in accordance with general record keeping procedures and routines for all vendor and contract files; retrieves documents and information as needed.	Monthly 5% (A1)
12.	Performs other duties of a similar nature or level.	As Required
13.	Must meet regular time and attendance standards.	Always

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Knowledge (position requirements at entry):

Knowledge of:

- Modern office procedures and equipment;
- Telephone etiquette;
- Business English and grammar;
- Bookkeeping principles;
- Customer service principles;
- Recordkeeping principles;
- Basic mathematical concepts;
- Filing procedures and practices;
- Office organizational practices.

Skills (position requirements at entry):

Skill in:

- Using a computer and related software applications;
- Operating a switchboard;
- Keyboarding;
- Providing customer service;
- Handling difficult customers;
- Performing routine bookkeeping duties;
- Inventorying and ordering supplies;
- Scheduling appointments;
- Typing;
- 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, vendors, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma, or G.E.D., and two 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):

None Required.

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

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Physical Requirements:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 20 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: 8/20/11; CDiRito

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