

Intercity Transit
JOB TITLE: Commuter Services Assistant

BAND	GRADE	SUBGRADE
B	2	1
DEPARTMENT: Operations	DIVISION: Vanpool Services	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Vanpool Supervisor	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: B21
SUMMARY: Performs staff assistance and a variety of administrative duties in support of vanpool, community van programs and rideshare services. Serves as contact with vanpool customers in support of vanpool fleet maintenance program.		
DISTINGUISHING CHARACTERISTICS: Performs specialized support activities for the Vanpool Services Division. As an Assistant, performs duties of a specialized support to the division requiring knowledge of transportation program activities. Work performed is within general parameters.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Responds to department, outside agencies, employee and public inquiries; provides information within scope of knowledge and authority or refers individual to appropriate staff.	Daily 20% (B2)
2.	Prepares correspondence, detailed letters, confidential documents, agreements, reports, and forms independently or from brief instructions or notes; verifies information as needed; edits, formats, posts and distributes documents and updates website. May require research and data collection.	Daily 5% (B2)
3.	Performs special projects as needed, including data and information collection, and creation of database tables, queries, forms and reports, preparation of materials, production mailings, copying and errand running. Collects and verifies information for vanpool volunteer coordinators, drivers and bookkeepers, including information with employers, insurance agencies, licensing agencies and other pertinent sources.	Daily 15% (B2)
4.	Assists Vanpool Coordinators with the regional ride share program. Answers email and phone inquiries, enters data into database(s), and utilizes ride share program for customer matches. Contacts customers with ridematching results. Attends public events for ridematching.	Daily 10% (B2)

Intercity Transit
JOB TITLE: Commuter Services Assistant

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
5.	Serves as liaison to vanpool customers for van maintenance, pick up and drop off of vehicles, and preventative maintenance questions. Develops and maintains database records and customer contact log. Monitors status of van maintenance, communicating changes as needed. Occasionally drives vehicles to serve vanpool and community van customers.	Daily 20% (A1)
6.	Maintains administrative records on drivers, bookkeepers and vanpool riders. Orders driver records for vanpool volunteer drivers as necessary; tracks and schedules refresher training for vanpool and community drivers.	Weekly 5% (A1)
7.	Enters monthly ridership and fare data for National Transit Database (NTD). Tracks monthly payment information in the customer database to assist coordinators. Prepares the monthly NTD reports and compiles annual statistics.	Monthly 5% (A1)
8.	Processes routine expenses for the vanpool department, preparing purchase orders, and handling invoices for special department needs.	Weekly 5% (A1)
9.	Monitors and schedules Community Van program; develops and maintains participant records, verifies participant eligibility. Prepares quarterly invoices to accounting. Tracks community van vehicle maintenance and availability.	Weekly 5% (B2)
10.	Assists staff with training for vanpool volunteer coordinators, drivers, and bookkeepers.	Monthly 5% (A1)
11.	Monitors and collects monthly ridership and fare data used in invoicing employers. Tracks subsidies and employer Flexpass and ORCA usage. Processes monthly reports, determines appropriate vanpool fares, prepares and submits monthly invoice to accounting for employers providing full-fare subsidy.	Monthly 10% (A1)
12.	Performs other duties of a similar nature or level.	As Required
13.	Must meet regular time and attendance standards	Always

Intercity Transit

JOB TITLE: Commuter Services Assistant

Knowledge (position requirements at entry):

Knowledge of:

- Customer service principles;
- Modern office procedures, methods, and equipment;
- Basic filing and recordkeeping principles;
- Basic mathematical concepts;
- Word processing methods;
- Applicable Federal, State, and Local laws, rules, and regulations;
- English language, grammar, and punctuation.

Skills (position requirements at entry):

Skill in:

- Providing customer service;
- Preparing a variety of written correspondence and reports;
- Assist with monitoring and coordinating volunteers;
- Using computers and related software applications;
- Filing;
- Keyboarding;
- Using modern office equipment;
- Reading and interpreting documents;
- Analyzing data and comparing various sources of information;
- Processing and maintaining a variety of records;
- Preparing a variety of reports and other related written correspondence and materials;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associates Degree and three years of increasingly responsible administrative support 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):

- Washington Driver's License.

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

Intercity Transit

JOB TITLE: Commuter Services Assistant

Physical Requirements:

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

Sedentary Work: Exerting up to 10 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 9/08 by Op's & CDiRito

Review and Final 4/09 CDiRito

Revised: 6/1/09 + background ✓'s; CDiRito

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

Revised –Appeal Oct 2011: CD