

**Intercity Transit**  
**JOB TITLE: Administrative Assistant**

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
<b>B</b>	<b>2</b>	<b>1</b>
<b>DEPARTMENT:</b> Human Resources	<b>DIVISION:</b>	<b>FLSA STATUS:</b> Non-Exempt
<b>SUPERVISION RECEIVED FROM:</b> Human Resources Director	<b>SUPERVISION EXERCISED OVER:</b> N/A	<b>PAY GRADE:</b> B21
<b>SUMMARY:</b> Acts as initial contact for the administrative office. Provides staff assistance and administrative support for a variety of office administration, customer service, and data processing duties in support of agency.		
<b>DISTINGUISHING CHARACTERISTICS:</b> Performs administrative support activities for several agency departments. As an Assistant, primarily performs specialized and routine tasks of a support nature requiring knowledge of several departments, department activities, and general office processes and procedures. Work performed is within general parameters.		
<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
1.	Greets and assists employees, outside agencies, and the public on a telephone system or in person, determines nature of business, and directs callers or visitors to appropriate person or destination. Provides route and schedule information. Explains Agency policies, rules, and procedures within scope of knowledge and authority or refers to appropriate person. Makes identification cards for employees, families and retirees. Maintains staff vehicle reservation system, schedules reservations for staff cars, coordinates group travel, tracks vehicle use and keys, and coordinates with Maintenance Division for repairs and issues with staff vehicles.	Daily 15% (A1)
2.	Independently, or with minimal oversight by supervisor, makes all decisions regarding administrative office supplies, stock, and associated office equipment: Orders, purchases and receives supplies and equipment. Stocks, maintains and organizes supply areas. Researches, evaluates, and vets best-value purchases. Analyzes usage trends and adjusts on-hand inventory accordingly. Reconciles inventory and maintains within acceptable limits. Advises Supervisor and implements efficient and cost effective purchasing practices.	Daily 15% (B2)

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<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
3.	Serves as main contact for vendors for office supplies and equipment. Manages contracts with vendors and resolves any issues regarding performance of equipment or services provided by a vendor and any issues regarding pricing, receipts, delivery, etc. Coordinates maintenance and repair 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.	Weekly 10% (B2)
4.	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. Preparing mass mailings and requisitions for yearly bulk mail, post office box rental and permit dues.	Daily 10% (A1)
5.	Assists Human Resources with confidential specialized support including filing, entering training data, preparing interview binders and new hire packets. Assist trainers with room set-up requests.	Weekly 20% (A1)
6.	Assists in claims administration and tracking of all Agency accidents, incidents, employee injuries, and passenger events. Reviews reports, incidents, and related materials and enters data into computer.	Weekly 10% (A1)
7.	Prepares recognition documents for SMT review monthly. Composes employee recognition letters, and assists with information for agency monitor. Inputs recognition points into database for tracking.	Weekly 10% (A1)
8.	Performs various routine clerical duties; types general correspondence, edits and proofreads materials, makes photocopies; performs word-processing. Peruses booklets, pamphlets, brochures, and newspapers for Agency-related articles, notifies departments and maintains Agency-related articles. Assists with public process of notification and distribution of annual TDP and agency budget. Coordinates information for onboarding of Amtrak Volunteers and orders necessary supplies.	Weekly 10% (A1)
9.	Assist with surplus property; tracks property, vehicles sold, processes notifications and titles, coordinates with internal department, local jurisdictions and state agencies. Maintains and updates mail lists and database.	Quarterly 10% (B2)

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9.	Performs other duties of a similar nature or level.	As Required
10.	Must meet regular time and attendance standards.	Always

**Knowledge** (position requirements at entry):

Knowledge of:

- Customer service and public relations principles;
- Modern office procedures and equipment;
- Telephone etiquette;
- Business English, grammar and punctuation;
- Bookkeeping principles;
- Recordkeeping principles;
- Basic mathematical concepts;
- Filing procedures and practices;
- Office organizational practices;
- Word processing methods;
- Applicable Federal, state and Local laws, rules, and regulations.

**Skills** (position requirements at entry):

Skill in:

- Maintaining confidentiality;
- Using a computer and related software applications: Excel, Microsoft Word;
- Operating phone systems;
- Providing customer service;
- Handling difficult customers;
- Inventorying, ordering, purchasing supplies;
- Using proper English, grammar, punctuation, and spelling;
- Reading and interpreting documents;
- Analyzing and compiling data, and comparing various sources of information;
- Prioritizing work and performing multiple tasks simultaneously;
- Processing and maintaining a variety of forms, paperwork, reports, records;
- 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):

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):

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

Revised: 5/2015 intern temp assignment/possible re-org of various department assistant support.

Revised: 1/2016 Position is regular FTE now, and within HR Dept. Changes made to capture several essential functions.