

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

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
<b>B</b>	<b>2</b>	<b>1</b>
<b>DEPARTMENT:</b> Operations	<b>DIVISION:</b> Fleet & Facilities Maintenance	<b>FLSA STATUS:</b> Non-Exempt
<b>SUPERVISION RECEIVED FROM:</b> Fleet & Facilities Maintenance Director	<b>SUPERVISION EXERCISED OVER:</b> N/A	<b>PAY GRADE:</b> B21
<b>SUMMARY:</b> Acts as initial contact for the maintenance office and performs a variety of administrative, clerical, and data entry duties in support of the Fleet & Facilities Maintenance divisions.		
<b>DISTINGUISHING CHARACTERISTICS:</b> Performs administrative support for the Fleet & Facilities Maintenance division. As an Assistant, primarily performs specialized and routine tasks of a support nature requiring knowledge of several departments, department activities, policies, 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.	Prepares daily time and attendance records for maintenance personnel. Maintains maintenance vacation calendar; assists with maintaining department leave calendar and phone lists; maintains department payroll files. Maintains staff scheduling computer program and the daily sign-in sheets.	Daily 10% (A1)
2.	Develops and maintains databases, logs, and tracking systems to facilitate department operations and programs. Inputs daily service data; prepares and distributes required reports.	Daily 10% (B2)
3.	Greets and assists employees, outside vendors, and the public on the telephone or in person, determines nature of business, and directs callers, employees or visitors to the appropriate person. Assists internal and external customers with questions and information. Assists operator and vanpool customers with maintenance related issues and events.	Daily 10% (A1)
4.	Registers maintenance staff for attendance at conferences and training. Coordinates travel plans and makes travel arrangements and reservations. Schedules appointments, meetings, and training.	Monthly 5% (A1)

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5.	Establishes and maintains required records and forms. Maintains filing system, including maintenance history files, component files, work orders, operator reports, inspection forms, Environment Sustainability Management System reports, and invoice data. Prepares files for archiving following guidelines and procedures, maintains and updates IAM training certifications, Automotive Service Excellence, air conditioning, and other training records.	Daily 10% (A1)
6.	Performs various clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; distributing mail; photocopying; performing data entry; preparing mailings; typing; and word processing.	Daily 30% (A1)
7.	Assists with or conducts special research assignments. Evaluates, analyzes data, and prepares conclusions and recommendations for consideration. Develops, verifies, compiles, and records statistical and narrative information for the preparation of reports and records.	Weekly 5% (B2)
8.	Prepares and records engine/transmission fluid samples for testing, including rush samples. Prepares and records occasional diesel/differential fluid samples for testing.	Daily 5% (A1)
9.	Participates in a variety of meetings as well as reserving meeting rooms for maintenance functions. Prepares related agendas, minutes, and other supporting documents. Prepares information for and distributes documents to attendees or other applicable individuals. Assists in the research and development of special projects/promotions.	Weekly 10% NB
10.	Maintains destination sign programming system; updates and formats sign displays and coordinates with Marketing Division.	Occasionally 5% (A1)
11.	Assists in vehicle and fleet parts campaigns, to include preparing status updates and reports.	Occasionally 5% (A1)
12.	Manages facility key inventory, including issuing keys and retrieving keys for new employees and departing employees. Assigns lockers, maintains database for electronic gate locks and security.	Occasionally
13.	Performs other duties of a similar nature or level.	As Required
14.	Must meet regular time and attendance standards.	Always

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

Knowledge of:

- Customer service and public relations principles;
- Modern office procedures, methods, and equipment;
- General filing and recordkeeping principles and procedures;
- Intermediate mathematical concepts;
- Travel planning practices;
- English language, grammar, and punctuation;
- Telephone etiquette;

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

Skill in:

- Using computers and working with related software applications;
- Intermediate level Microsoft Office skills: Word, Excel, Power Point, and Access.
- Using modern office equipment;
- Performing routine mathematical calculations;
- Providing exemplary customer service;
- Filing;
- Performing multiple tasks simultaneously;
- Reading and accurately interpreting documents;
- Performing basic research, analyzing data and information, and developing, evaluating, and presenting recommendations;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**TRAINING and EXPERIENCE** (position requirements at entry):

- Associates Degree;
- 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: reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 50 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: 9/16/2011 Comp Class Review: HR

Revised: 2/2014 Agency Reorg – Maintenance Director/Dept position eliminated; Maintenance & Facilities divisions moved to Operations Dept.; change in position's direct report: to Operations Director

Revised: 5/2018 Change in position direct report: to Fleet & Maintenance Director; Job Title changed from Vehicle Maintenance And Facilities Assistant to Maintenance Administrative Assistant.