

Intercity Transit
JOB TITLE: Village Vans Assistant

BAND	GRADE	SUBGRADE
B	2	1
DEPARTMENT: Operations	DIVISION: Village Vans	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Village Vans Supervisor	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: B21
SUMMARY: Provides staff and volunteer assistance and a variety of administrative duties in support of the village van program. Determines customer eligibility, schedules rides, and dispatches vehicles and assists in guiding volunteer drivers. Serves as contact with volunteers, customers, and community partners in support of the Village Vans program.		
DISTINGUISHING CHARACTERISTICS: As an Assistant, performs routine and administrative activities of a supportive nature for the Village Vans program requiring general office knowledge, tasks related to volunteer job search activities, dispatching volunteer drivers, mentoring volunteers and suggesting community resources to customers and volunteers as needed. Position requires ability to maintain daily operations during absence of Village Vans Supervisor. Work is performed independently and within general parameters.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Receives, records and schedules advance reservation service requests using ride scheduling software and established protocols. Handles customer inquiries and complaints and routes as necessary. Schedules and communicates with volunteers.	Daily 15% (A1)
2.	Independently or with minimal oversight by supervisor, assists volunteer drivers with routes, stops and individual customer information; dispatches changes in manifest/ride data; assists with incident reporting and procedural questions, and coordinates with Maintenance on repairs.	Daily 15% (A1)
3.	Collects data, generates reports, and creates and maintains forms that support the Village Vans program. Prepares various statistical data required for grant and internal weekly reporting.	Daily 10% (B2)
4.	Assists in training volunteer Village Van volunteers with routing destinations, customer service issues, and basic Routematch software tasks.	Daily 10% (A1)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
5.	Provides program administration in the absence of the Village Vans Supervisor. Answers email and phone inquiries, enters data into database(s), and attends public events with community partners promoting Village Vans.	Daily 5% (B2)
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 15% (A1)
7.	Prepares correspondence and informational materials as directed which may include creating volunteer work assignments, schedules, and manifests. Assesses volunteer needs, connects participants with relevant external and/or internal resources (i.e. resume writing, mock interviews, housing assistance, and more).	Daily 15% (A1)
8.	Responds to department, outside agencies, employee and public inquiries; provides information within scope of knowledge.	Daily 5% (A1)
9.	Processes routine expenses for the Village Vans department, preparing purchase orders, and handling invoices for department needs.	Daily 5% (A1)
10.	Performs special projects as needed.	As Needed
11.	Serves as back-up driver for Village Vans 7-15 passenger size vehicles .	Occasionally
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;
- Customer service principles;
- Recordkeeping principles;
- Basic mathematical concepts;
- Filing procedures and practices;
- Dispatching practices;
- Office organizational practices.

Skills (position requirements at entry):

Skill in:

- Maintaining confidentiality;
- Using a computer and related software applications;
- Keyboarding;
- Creating and maintaining databases;
- Reading, interpreting, and editing manuals and documents;
- Handling difficult customers;
- 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, 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.
- Three 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):

- Valid Washington State Driver's License; maintain acceptable driving record during employment.
- 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 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 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: 2/10/14 Essential Function #7 added

Revised: 2/2020 Added duties #5-8, revised DBM; SJB