

## TRANSIT ADMINISTRATIVE CLERK

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible administrative support and customer service work in the implementation and coordination of a variety of office functions necessitating judgment, discretion, and initiative in the interpretation and application of policies, procedures and processes. Employees in this classification may be the first contact for in-person customers and visitors, assist with purchasing, scheduling meetings, preparing meeting materials, coordinating and preparing communications, and performing other administrative tasks. Work is performed under the supervision of the Transit Marketing and Customer Service Manager and work may be performed for various units in the Transit Utility.

#### Examples of Duties and Responsibilities

Assemble and distribute mail. Inventory and order office supplies. Manage office equipment. Organize and maintain common spaces (kitchens, conference rooms, mail and copy areas, etc.) Communicate with building owner and others as necessary regarding building maintenance. Organize room reservations, vehicle check out, and building parking.

Primary staff for front office. Greet and assist customers and visitors. Sell fare media and merchandise. Oversee lost and found. Answer customer inquiries. Provide call center coverage for assigned hours.

Assist with mailings, correspondence, scheduling meetings. Prepare and coordinate interview materials as required. Assist with administrative processes in HR and other units as assigned, such as emailing interview questions to candidates, compiling and distributing interview materials for panels, resolving connection issues, and rescheduling day-of interviews as needed.

Provide administrative support within the Marketing Unit and other units as assigned. Exercise judgment and initiative in the implementation of related administrative processes. Recommend procedural changes or guidelines based on observed needs.

Provide information and/or clarify work unit policies and procedures as the designated resource on administrative considerations.

Assist employees with training/training materials such as entering receipts into ESS for travel reimbursement. Assist with travel planning and training registration.

Prepare period statistical reports. Research information from historical records, files, and/or reports. Organize data as applicable. Assist with maintenance of files and materials.

Train and advise lower-level staff or temporary workers on procedures, policies and processes. Assist supervisor in follow-through activities relative to ongoing clerical functions.

Perform related work as required.

## QUALIFICATIONS

### **Knowledge Skills and Abilities:**

Working knowledge of office procedures, methods, and equipment. Working knowledge of and ability to use computer software, point of sale equipment, multiple line telephone, and other equipment applicable to the duties of the position. Working knowledge of word processing and spreadsheet programs. Knowledge of data processing input procedures. Ability to develop, implement and monitor office procedures. Ability to organize and oversee clerical work activities and maintain continuity of service in a multi-shift environment. Ability to work in a fast-paced environment with frequent interruptions. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to interpret rules and policies and make decisions within prescribed policy. Ability to independently perform a delegated office function or assume an area of administrative responsibility. Ability to prepare and disseminate materials and resolve issues in a time-sensitive manner. Ability to establish and maintain effective working relationships with co-workers, supervisors, and the public. Ability to communicate effectively, both orally and in writing. Ability to understand and explain departmental or programmatic requirements. Ability to maintain a high level of difficult public contact, and to effectively communicate programmatic information. Ability to serve as first level of customer contact and problem resolution and to effectively refer inquiries. Ability to work effectively with a diverse group of customers. Ability to maintain adequate attendance.

### **Training and Experience:**

Generally, positions in this classification will require:

Three (3) years of responsible clerical experience which involved some independent responsibility for an office function or activity. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of the position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

### **Special Requirements:**

Ability to meet the transportation needs of the position.

**Physical Requirements:**

Work is performed in an office environment. However, the employee will be expected to physically access various areas of Metro Transit. The employee will be expected to regularly use telephones, computers, and sales equipment in performing the duties of the position.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Transportation/Metro Transit	42	09

Approved: \_\_\_\_\_  
Erin Hillson  
Human Resources Director

Date