

TRANSIT ASSISTANT
Code Number: 73

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

SUMMARY DESCRIPTION

Under general supervision the Transit Assistant provides support on a wide variety of issues related to the transit program. This position is the liaison to stakeholders including agencies and residents pertaining to information and assistance regarding transit operations. The Transit Assistant is responsible for coordinating and providing information to stakeholders, processing local, state and federal reports and the tracking of transit program expenditures. The position also conducts research into best practices and provides administrative support in the form of letter and e-mail composition, staff report editing, and as liaison for social media, marketing, and outreach.

DISTINGUISHING CHARACTERISTICS

This Transit Assistant is responsible for providing general and specialized support for the transit program and is expected to work independently, exercise judgment and initiative, interact effectively with stakeholders to solve routine and non-routine problems based on knowledge of City policies, procedures and goals of the transit program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Serves as liaison between the City and the general public, City staff, and outside groups and agencies; provides information and assistance as appropriate; explains programs, policies, and activities related to specific program area of assignment; receives office and telephone callers; calendars appointments; responds to requests for information, concerns and/or complaints relating to assigned responsibilities; initiates or recommends actions to resolve concerns or complaints, as necessary, refers callers and/or concerns to appropriate City staff for further assistance.
- Operates a variety of office equipment; utilizes various computer applications and software packages. Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; creates and maintains computer based tracking information and reports including assigned databases, records, and lists; creates standard statistical spreadsheets; inputs revisions and updates; verifies data for accuracy and completeness; assists in the compilation of reports.
- Types, formats, edits, revises, proofreads, and prints a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports, agreements, contracts, legal documents, ordinances, resolutions, technical and statistical charts and tables, and other specialized and technical materials from rough draft; develops, revises, and maintains standardized and master documents; takes and prepares minutes, composes correspondence, reports and informational materials; assists in designing and producing technical information handouts; copies, disseminates, and posts documents and information as appropriate.

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- Maintains accurate and up-to-date office files and records; develops, prepares, and monitors various logs, accounts, and files for current and accurate information including manual and computer logs of documents processed, calls and complaints received, and other requests; develops, organizes, and maintains filing systems; researches, collects and prepares regular and periodic statistical reports.
- Performs a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; prepares and processes requests for payments; assists in assembling and preparing the annual department budget and contracts; monitors expenditures against budget. Prepares financial, statistical or operational reports as assigned; files documents and records.
- Compiles financial data and prepares budget worksheets; reviews and compares data and prepares summaries of findings and conclusions; develops reports on the status of Capital Improvement Projects; monitors expenditure costs and revenues.
- Verifies the accuracy of vendor invoices; reconciles and resolves vendor invoice errors; prepares pay requests; maintains records and files of purchase orders, contracts, and related documents.
- Participates in planning, coordinating, implementing, promoting, and overseeing assigned programs, projects, and initiatives; participates in the development and implementation of program goals, objectives, policies, procedures, and priorities.
- Assists in monitoring assigned contracts and agreements with outside suppliers, service providers, leasing agents, and others; ensures work is performed in compliance with contracts and agreements.
- Participates in the design, production, and distribution of a variety of promotional, marketing, outreach, and informational materials, communications, and presentations for assigned programs, services, events, and activities.
- Participates in the development, collection, compilation, and review of information from various sources on a variety of specialized topics related to assigned programs; assists and supports the preparation of reports and spreadsheets to present and interpret data, define trends, community needs, identify alternatives, and make and justify recommendations pertaining to transit, budget preparation and grant application.
- Supports the completion of studies relating to the activities and operation of the assigned program area; conducts the more routine surveys, research, and statistical review on administrative, fiscal, and operational issues; and conducts field surveys and investigations related to projects or requests,
- Inspects bus shelters and transit center to ensure general appearance and maintenance consistent with City standards.
- Participates in operational surveys which may include passenger counts, bus route timing, and riding of transit vehicles to assess compliance with operational rules and policies.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of business and public administration and issues related to field of expertise.
- Performs related duties as required.

DESIRED MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Methods and techniques of effective administrative, records management, and financial record keeping principles and procedures,
- Methods and techniques used in customer service, public relations, and program promotion.
- Basic principles and practices of research, analysis, report preparation and presentation.
- Basic principles and practices of budget preparation and administration and grant application and administration.
- Principles and practices of sound business communication, English usage, spelling, grammar, and punctuation.
- Basic computer applications such as word processing, spreadsheets, and databases.
- Mathematical principles.

Ability to:

- Respond tactfully, clearly, concisely, and appropriately to inquiries from the general public, other City staff, and outside agencies.
- Prepare clear, accurate, and concise tables, schedules, summaries and other materials in statistical and narrative form.
- Research, evaluate and interpret information and data, research to formulate recommendations, work plans, and activities regarding planning and administrative issues.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone and in person.
- Work on multiple, concurrent projects meeting strict deadlines and with frequent interruptions.
- Understand the organization and operation of the City, assigned programs, and outside agencies, as necessary, to effectively execute assigned responsibilities.
- Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.
- Plan and organize work to meet changing priorities and deadlines.
- Communicate clearly and concisely, both orally and in writing.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures, interpret and apply applicable federal, state, and local laws, codes, and regulations.
- Operate office equipment including computers and extensively utilize word processing, spreadsheet, database and other software applications.
- Learn and apply new information and skills.
- Establish and maintain effective working relationships..
- Respond and perform assigned duties in the event of a City-declared emergency.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

- Equivalent to completion of the twelfth grade.

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Experience:

Two years of responsible administrative and/or programmatic support experience. One year of analytical experience, preferably in public administration, is desirable. Transit experience is preferred.

Licenses; Certificates; Special Requirements:

A valid class C California driver's license.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City staff and the general public; some positions work around specialized equipment with exposure to loud, repetitive noise.

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.