

Administrative Support Assistant I - Position number 493034

Macon County Transit

Salary Grade: 22

Salary: \$30,761.12 this position also qualifies for Premium Pay of an additional \$2.00 per hour worked through October 20, 2024 or a maximum of \$14,000.00, whichever comes first.

Closing date: Until Filled

### **General Definition of Work**

Performs skilled administrative support work receiving, screening and processing telephone calls and serving as the receptionist for the department, assisting the public, typing a variety of documents, maintaining records and files, preparing reports, and related work as apparent or assigned. Work is performed under the supervision of the Assistant Transit Director.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

### **Essential Functions**

- Acts as a receptionist; greets visitors; answers multi-line telephone; provides information regarding available transit services; forwards calls to appropriate party; assists the public with the completion of standardized records or documents; directs visitors to appropriate party.
- Evaluates and determines eligibility of funding supplements for transit services for callers/visitors; registers new passengers and enters information into data system.
- Notifies Transit Operators of trip cancellations using, automated scheduling software, two-way radios, and/or cell phones.
- Receives and verifies passenger fares collected by Transit Operators on a daily basis; receives and documents payments from contracting agencies and/or the general public.
- Receives and processes incoming and outgoing mail and faxes; mails brochures and information to new passengers.
- Operates a variety of standard office equipment; assists staff with copying, collating, etc. of other media.
- Maintains "no-show" passenger database; prepares written notices to passengers/agency sponsors.
- Sets up filing systems; sorts, indexes and files material alphabetically, numerically, geographically or by other predetermined classification.
- Assists Assistant Transit Director with daily manifest verifications; provides administrative support to other staff as needed or directed; assists with special projects.
- Types a variety of documents including correspondence, forms, reports, purchase orders, requisitions, meeting minutes, etc. where a knowledge of format and presentation is necessary.
- Assists in the coordination and preparation of periodic, special and other reports; collects information from a variety of sources and compiles data.
- Serves as back-up staff to the Transit Scheduler/Dispatcher and Assistant Transit Director as needed.
- Assists Operations Supervisor in Transit trainings, maintains training records and submits quarterly Training log to the Assistant Transit Director.
- May occasionally be required to operate a transit vehicle on an assigned route and schedule; assist passengers entering and leaving the vehicle, when necessary; carries packages for passengers when necessary; operates wheel chair lift.

### **Knowledge, Skills and Abilities**

- General knowledge of standard office practices, procedures, equipment and office assistance techniques
- General knowledge of business English, spelling and arithmetic
- General knowledge of the organization and functions of the department and of general administrative policies and practices
- Skill in the operation of personal computer equipment and related office software
- Ability to keep office records and to prepare accurate reports from file sources
- Ability to perform and organize work independently
- Ability to type at a reasonable rate of speed
- Ability to prepare effective correspondence on routine matters and to perform routine office management details without referral to supervisor
- Ability to establish and maintain effective working relationships with associates and the general public.
- Thorough knowledge of the geography of the County and the location of streets and important buildings
- Ability to enunciate clearly and distinctly; ability to exercise the use of good judgment in evaluating situations and making decisions
- Ability to understand and follow moderately complex oral and written instructions
- Ability to keep simple records and prepare reports
- Ability to establish and maintain effective working relationships with associates and the general public.

### **Education and Experience**

High school diploma or GED and moderate experience in providing program assistance and general administrative support involving public contact, or equivalent combination of education and experience.

### **Physical Requirements**

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and occasionally requires standing and walking; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

### **Special Requirements**

- Drug and alcohol testing shall be conducted in accordance with local, State and/or Federal regulations.
- Valid driver's license in the State of North Carolina.

### **How to Apply**

A State application (PD-107) \* is required and may be obtained at and submitted to the

NC Works Career Center  
23 Macon Avenue - Courthouse Annex  
Mailing address: 5 West Main Street  
FRANKLIN, NC 28734

**AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER**