

# CITY OF HELENA



**Position Title: Admin. Assistant III**

**Position #: 13405**

**EEO Category: (06) Admin. Support**

**EEO Function: (01) Financial Admin.**

**Department: PW/Transit**

**Grade: 134**

**FLSA: Non-exempt**

**Work Comp Code: 8810**

## **DEFINITION**

Under direction, to perform a variety of highly responsible, confidential, and complex secretarial, administrative, and financial duties in support of the Helena Bus System and Fleet & Transit Superintendent; to assist in planning, organizing, and coordinating support activities, operations, and functions related to the HBS; and to provide general information and assistance to staff and the general public.

## **SUPERVISION RECEIVED**

Supervised by the Fleet & Transit Superintendent.

## **SUPERVISION EXERCISED**

May exercise technical and functional supervision over lower level clerical and operational staff. Position also prepares performance evaluations for operational staff and identifies disciplinary problems. Also informs the Transit Manager of any problems and may recommend disciplinary actions.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Coordinates staffing and operational activities for the Helena Bus program including Rimrock Trailways bus system, bus, schedules and routes.

Participates in the development and implementation of goals, objectives, policies, and priorities for the Helena Bus program system, Rimrock Trailways bus system; identifies resources; recommend and implement established policies and procedures.

Select, assist in training, motivate, and evaluate assigned personnel; work with employees to correct deficiencies.

Coordinate, and review the work plan for the Helena Bus program; meet with staff to identify and resolve problems; assign work activities, monitor work flow; review and evaluate work products, methods and procedures.

Assign the use and operation of vehicles; ensure that vehicles are safely operated, maintained, and secured when not in use.

Identify opportunities for improving service delivery methods and procedures; review with Supt. and implement improvements.

Assist in the development and administration of the Rimrock Trailways bus system, Helena Bus program budget; including additional funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; recommend adjustments as necessary.

Coordinate assigned services and activities with those of other divisions and outside agencies and organizations.

Prepare and maintain records and statistics for the bus system including ridership, but mileage, and other performance indicators; ensure the accuracy of the figures, prepare quarterly Federal reports.

**Important & Essential Duties cont.:**

Prepare and maintain daily, weekly, and monthly records for the Rimrock Trailways bus system. Daily, weekly and monthly reconciliation of large amounts of cash collected ensuring the accuracy of the figures. Prepare and maintain daily, weekly, and monthly reports such as ticket sales, on-line ticket sales, any and all refunds, re-issued tickets, any and all cash advances, freight bills, charities, and several other documents.

Serves as dispatcher when assigned personnel are unavailable; schedule riders on various bus routes in person or by telephone and two-way radio system; prepare daily driver schedules; inform riders of general bus procedures and pick-up times and places.

Serves as Rimrock Trailways Bus Ticket Agent in absence of the scheduled Ticket Agent. Sell tickets in person or by phone; fill out freight bills; collect cash from sales including credit card sales; collect and release personal property from and to customers; completed a daily report of business, confirming all documents are accounted for; settle credit card sales at end of shift; count cash drawer ensuring the count is correct.

Attend to and process administrative details not requiring the immediate attention of assigned staff members; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies.

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative; perform varied and responsible secretarial duties to assist in the processing and completion of administrative operations for assigned staff; prepare and maintain procedural manuals as assigned.

Serve as recording secretary for both the Helena Area Transit Council and the Intergovernmental Transit Committee.

Perform a variety of routine bookkeeping duties including simple posting of prepared data and verification of data entered; prepare bank deposits.

Respond to specific and technical requests for information and assistance from the public, City staff, and representatives of other organizations; interpret regulations, procedures, policies, systems, rules, and precedents in response to inquiries and complaints; research and gather information to provide accurate answers and information; resolve concerns and complaints; refer more technical questions or issues to appropriate City staff; ensure follow up to unanswered inquiries.

Receive, compile, and organize information for the preparation of correspondence, documents, and reports as assigned; prepare a variety of correspondence, documents, and reports; compose confidential correspondence, documents, and reports; maintain confidentiality of information.

Serve as receptionist; receive calls, visitors and mail; respond to requests for information from the staff and the public; explain basic programs, policies and procedures to staff and the public.

Coordinate preventative maintenance schedules

Serve as a bus driver as necessary.

Perform a wide variety of specialized technical and advance level clerical work including maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies, and recording information.

Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply specialized knowledge of departmental and program policies and procedures in determining completeness of applications, records, and files.

**Important & Essential Duties cont.:**

Collect, compile, and analyze information and data from various sources on a variety of specialized topics related to the assigned program; check and tabulate statistical data; write reports which present and interpret data, identify alternatives, and make and justify recommendations; prepare and assemble reports, manuals, articles, announcements, and other informational materials.

Maintain detailed calendar of Department activities and for assigned staff; arrange interviews, appointments, schedules, conferences, travel arrangements and itineraries.

Create identification cards for passengers.

Participate in maintaining control over the operations and personnel upon the request or absence of the Fleet & Transit Superintendent.

Establish and maintain complete records and files including financial, budget, personnel, operational, and administrative records.

Coordinate, supervise, and monitor special projects, assignments, and activities as assigned; maintain control files on matters in progress and expedite their completion.

Participate and assist in the administration of the assigned office; recommend organizational or procedural changes affecting support activities; recommend improvements in work flow, procedures, and use of equipment and forms.

Coordinate and review the work plan for assigned staff; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review work products, methods, and procedures.

Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, microfilm machines, and FAX machines; routinely use a full range of word processing and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders.

Assist in the preparation and monitoring of Department's budget including to secure purchase orders, process invoices, monitor account balances, and perform account transfers.

Analyze situations and make appropriate decisions without immediate supervision.

Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge.

Verify and record timecards for department staff to ensure coding, shift differential, overtime, call back, and that related items are correct and applied to proper accounts.

**OTHER JOB RELATED DUTIES**

Assume responsibility for the maintenance of the bus buildings, landscaping, and general grounds up keep.

Operate a two-way radio.

Perform related duties and responsibilities as assigned.

**SAFETY RELATED DUTIES:**

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to

the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Operational characteristics, services, and activities of a municipal bus transit system.

Principles of supervision, training, and performance evaluations.

Principles and procedures of record keeping and reporting.

Procedures to properly secure wheelchairs in the vehicle.

Principles and practices of basic fiscal, statistical, and administrative data collection and report preparation.

Modern office practices, methods, and equipment including computer equipment and applicable software programs.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of business letter writing.

Principles and procedures of record keeping.

Principles and techniques used in dealing with the public.

Basic principles of budget preparation and control.

Word processing methods, techniques and programs including spreadsheet and data base applications.

Practices used in minute taking and preparation.

Basic mathematical principles.

Safe driving principles and practices.

#### **Skill to:**

Operate a municipal bus in a safe and efficient manner.

Operate modern office equipment including computer equipment.

Operate a two-way radio communication system.

Type and enter data at a speed necessary for successful job performance.

#### **Ability to:**

Manage and coordinate the work of assigned personnel.

Supervise, train, and evaluate staff.

Analyze problems; identify alternative solutions, project consequences of proposed actions.

Prepare and administer budgets.

Learn the procedures and functions of the assigned position.

Learn the local geography, streets, points of interest, and locations of City offices.

Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Work cooperatively with other departments, City officials and outside agencies.

**Ability to cont.:**

Understand the organization and operation of the assigned department and the City as necessary to assume assigned responsibilities.

Respond to inquiries and requests for information from the public and City personnel regarding policies and procedures.

Perform responsible and difficult administrative and secretarial work involving the use of independent judgment and personal initiative.

Analyze situations carefully and adopt effective courses of action.

Maintain confidential data and information.

Independently prepare correspondence, memoranda, and minutes of meetings.

Compile and tabulate data and information and prepare summaries and reports.

Perform accurate mathematical computations.

Plan and organize work to meet schedules and deadlines.

Understand and follow oral and written instructions.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**Physical Demands**

Essential duties require the following physical skills:

Ability to sit, stand, walk, run, kneel, crouch, twist, climb, and lift 50 lbs; exposure to cold heat, noise, outdoors, vibration, chemicals, mechanical hazards and electrical hazards.

Requires the ability to stand, bend at the waist, kneel, reach over the head, talk, hear and see. Clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with other City employees and the general public both in person and over the telephone;

Sufficient vision, with or without correction, which permits the employee to produce and review a wide variety of written materials and to make and retrieve computer data and information entries;

Sufficient manual dexterity, with or without reasonable accommodations, which permits the employee to operate a computer keyboard and to make handwritten notations and to move files as needed;

**Work Environment**

Ability to work in a modified office environment

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Five years of increasingly responsible administrative assistant, office management, accounting, or related experience.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial course work in office practices, managements, or business administration.

**License or Certificate:**

Possession of Montana commercial Drivers License (minimum class C type 2 with passenger endorsement ) and School Bus endorsement (effective July 1, 2007).

**Special Requirements:**

No moving violations within the last three (3) years.

Subject to pre-employment drug screening as well as random, reasonable suspicion, post accident and follow-up drug and alcohol testing as per the City of Helena substance abuse policy.

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

**YES or NO** (circle one)

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Revised: Nov 2011

Effective Date: January 1999