



North Fork Area Transit

Transit Administrator's Reservation Specialist

Purpose of Position

This entry-level position assists in performing complex and confidential clerical work; assists in the daily activities and safe operation of public transportation.

Essential Duties and Responsibilities

The following are not intended to serve as a comprehensive list of all duties performed, only a representative summary.

- Assist in the daily activities of the public transportation system including but not limited to dispatching drivers, clerical, handling money, driving and coordinating with other agencies to ensure compliance and efficiency.
- Provide unifying direction and clear instructions through the day to customers, staff and public. Ensure consistent, accurate, prompt and courteous responses.
- Communicate with staff about ways to optimize procedures; resolve driver/passenger/ride malfunctions and respond to requests and issues.
- Communicate and assist drivers with electronic devices, ensuring accuracy and validating driver imputed information.
- Perform portions of departmental record keeping such as passenger information, tracking rides and monetary transactions, create and update records ensuring accuracy and validating information.
- Develop and maintain professional relationships with other agencies that promote the County and the transit program.
- Maintain clear consistent communication with the staff, managers and Administrator; provide updates and reports on the activities of the transit system.
- Comply with all regulatory policies, statutes and laws; stay current on rules, regulations, policies of benefits from local, state and federal programs and funds.
- Perform all other duties as required which may include assisting other departments as needed.

Desired Knowledge and Abilities

The following are commonly associated with this position, they are included for informational purposes and are not all inclusive:

- Available and willing to drive transit vehicles safely as needed.
- Knowledge of policies, rules, and regulations with respect to assigned programs in the department and ability to maintain confidentiality of records and information.
- Ability to work independently, prioritize work, meet deadlines, and apply good reasoning to make decisions on the basis of established protocol.
- Possess good communication and interpersonal skills; have the ability to effectively interact with staff, officials and the public; establish and maintain effective relations; use tact and consideration; treat people with respect, inspire trust of others; work with integrity.

- Skills to operate computers, commonly used software and standard office equipment.
- Skills to obtain and maintain required training personally and for staff.
- Knowledge of roads and maps in the city and county.
- Must be able to uphold quality professionalism such as attire and attitude.

Necessary Special Requirements

Accommodations cannot be made for these requirements.

- Must have a valid insurable driver's license.
- Must be able to pass random drug test before hire, as well as during employment.

Essential Education and/or Experience

The following are commonly associated with this position, they are included for informational purposes and are not all inclusive.

- Must have a High School Diploma or equivalent.
- Should have computer experience with standard office software and equipment.
- Experience with transportation preferred.
- Experience with developmental disabilities and/or the elderly preferred.
- Bilingual Preferred

Working Environment and Physical Demands

Reasonable accommodations may enable individuals with disabilities to perform the essential functions.

This position's main duties are inside the Transit Building. Therefore, it is required to read, sign the acknowledgements and follow the North Fork Area Transit Employee Handbook, Safety Committee Handbook.

Work is generally performed indoors in an office setting with moderate noise level. On occasion work outdoors driving the shuttle is necessary. Considerable interaction with people requires frequent hearing and speech along with frequent walking and standing. Use of visual capacity including depth perception, color vision, and peripheral vision consistent with driving shuttle. Also, considerable use of computers, equipment and driving the shuttle require frequent use of fingers, hands and arms with frequent sitting. General office functions require some balancing, bending, kneeling, twisting, and lifting of 10-25 lbs.

Attendance and Availability

As determined by the Transit Administrator.

This position is at-will with an anticipated workload of 20 hours a week. This position has regularly scheduled hours and be available to work based on the needs of Transit.