



**DUTCHESS COUNTY
CLASS SPECIFICATION**

**TRANSIT OPERATIONS
ASSISTANT**

DATE ADOPTED: 03/22/22

LAST REVISION: 01/21/2024

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DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the performance of operations of the Public Transit Division of the Department of Public Works. This incumbent will be part of the day-to-day operations of the Public Transit Division including but not limited to answering phones, data entry, and scheduling. As job familiarity increases, the employee will have leeway for completing work assignments independently under the prescribed procedures. The position requires the performance of various clerical functions and oversees and utilizes various computer-based operations systems. Due to the nature of the work, in accordance with FTA Regulations this position is considered safety sensitive and therefore covered by DOT drug and alcohol testing requirements. This position does not supervise other employees but may direct the work of aides, interns, temporary employees, and other lower-level employees. Days and shifts will vary, and incumbent must be able to work a flexible schedule including days, evenings and weekends.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Processes records relating to such transactions, including applications, routine correspondence and database administration;
2. Gathers collates, and summarizes information concerning a unit's programs or activities;
3. Prepares, receives, reviews, and verifies documents including reconciliations;
4. Performs data entry including entering customer information into scheduling software and recording complaints into database;
5. Contacts other agencies and departments to gather routine information or to explain routine requirements for unit programs;
6. Answers telephone inquiries, and checks and responds to telephone messages;
7. Schedules rides on fixed, flex, Paratransit, Dial-A-Ride, and other transit services and processes applications for passengers;
8. Recording complaints;
9. Checks transit-related forms for completeness and accuracy;
10. Sells bus passes and counts fare;
11. Answers radio calls for drivers and gives directions when necessary;
12. Development and manipulation of database or spreadsheet;
13. Enters data into a database or spreadsheet and reconciles.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the rules and procedures of programs necessary to process work independently and assist the public; Knowledge of office practices necessary for interacting with staff and the public, processing work flow, and filing and retrieving information; Knowledge of software packages for word processing to produce memos and letters, and database management and spreadsheets to compile and produce lists;



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Knowledge of computational skills to process and reconcile vouchers, perform cashiering duties, maintain inventories and keep records of program activities; Knowledge of mathematical calculations for the purpose of reconciliation and reporting; Knowledgeable in Microsoft Excel, Word and Outlook, Skill in operating office equipment to produce work accurately and efficiently; Ability to learn and operate various communication equipment including telephone consoles, two-way radios and pagers; Ability to react quickly and effectively to emergency situations; Ability to maintain accurate logs and records; Ability to interact with a variety of people for the purpose of exchanging information; Ability to organize, maintain and extrapolate information from records; Ability to complete take care of customer needs while following company procedures; Personal characteristics necessary to perform the duties of the position; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

EITHER: (A) Completion of two years college credits (60 standard credit hours);

OR: (B) Two years of paid full-time general office work experience which involved public contact and keyboarding;

OR: (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT:

Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.

Candidate may be required to possess a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain position.

COUNTY USE ONLY:

BARGAINING UNIT/GRADE: CSEA-8 / 08		JURISDICTIONAL CLASSIFICATION: Competitive	
EEO Category: Technicians	FLSA Code: OT Eligible	WC Code: 8810 - Clerical	NYSLRS Job Code: 04500E
REVISION HISTORY: 3/22/22 01/21/24			