

Central Texas Rural Transit District
Job Description
Job Title: Operations Assistant

Exempt (Y/N): No

Salary Level:

Location: Coleman

Employee Name:

Prepared by: Operations Manager & Assistant General Manager

Division: CTRTD

Department: Operations

Supervisor: Operations Manager

Date: 8/12/21

Approved by: General Manager

SUMMARY: The primary function of the Operations Assistant is to assist the Operations Manager in the daily operations of the transit agency. Must have good customer service and interpersonal skills and be tactful in their dealings with customers, management, and co-workers. Must utilize discretion, good judgment, organizational or management ability, initiative, and the ability to work independently. Must be able to store, retrieve, and integrate information and dissemination to staff members and customers as required by Supervisor.

Coordinates with General Manager, Assistant General Manager, Operations Manager, and Administrative and Operations personnel to ensure efficient implementation of Operations related activities for transit system.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Operate personal computer including Microsoft word, Excel, Internet, and Route match Scheduling software.

Maintain an efficient filing system for Operations Manager.

Must have working knowledge of Dispatch functions and duties.

Answer telephones/Dispatch as required by Supervisor.

Complete follow-up with drivers to ensure corrections are made as necessary and ensuring prompt submission to the administrative office.

Assist with keeping lobby and meeting room areas clean.

Conduct in vehicle monitoring including but not limited to wheelchair securement and road observations.

Complete Quarterly Inspections on vehicles as required by supervisor.

Data entry and filing of work orders and invoices by vehicle.

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Coordinate with Operations Manager on locations of all vehicles and ensure RM vehicle module is kept current.

Correspondence for Operations Manager including writing of memorandums, mailing of letters, email and fax messages as assigned.

Compiling weekly and quarterly vehicle inspections, including weekly scanning.

Maintain driver/vehicle supplies.

Drive when required by General Manager or Supervisor.

Conduct time studies as required by Supervisor.

Attend meetings, training/travel, and workshops as required by Supervisor.

Assist with vehicle tasks including but not limited to minor lift repairs, replacing bulbs, tightening Q'Straint securements and keeping office supplies stocked.

Maintains petty cash fund (if applicable) and ensures that all receipts are logged and cash on hand and balance spent equals. Submit petty cash report to the administrative office for reimbursement on consistent basis.

Assist with the training of drivers to include, but not be limited to, policies/procedures, standard practices and techniques specific to the job.

Promote the mission and vision of CTRTD through a positive, helpful attitude and support of agency policies/procedures.

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

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EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

CERTIFICATES, LICENSES, REGISTRATIONS:

Drivers License (CDL with Pass/Endorsement)

Defensive Driving Course

CPR Certificate

First Aid Certificate

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS AND ABILITIES:

Ability to operate computer and input data (ten key), fax machine, phone skills, two way radio. Bi-lingual helpful.

Ability to carry out instructions assigned by Operations Manager.

PHYSICAL DEMANDS: The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools, or equipment.

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The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THIS FORM REFLECTS THE GENERAL DETAILS CONSIDERED NECESSARY TO DESCRIBE THE ESSENTIAL FUNCTION OF THE JOB IDENTIFIED AND SHALL NOT BE CONSIDERED AS A DETAILED DESCRIPTION OF ALL THE WORK REQUIREMENTS THAT MAY BE INHERITED IN THE JOB.

Failure to comply with Personnel Policies, job responsibilities, and functions can result in disciplinary actions and termination.

**Review, Sign, and Return Job Description
with Application**

Applicant/Employee Acknowledgement

I have read, understand, and agree to perform the duties as outlined in this position description.

Applicant/Employee Signature

Date

Supervisor's Signature

Date