

INCA Community Services, Inc.



Job Description

Title:	Atoka County Operations Assistant	Reports to:	Transit Director
Program:	JAMM Transit	Status:	Non-Exempt/Full Time/Full Benefits
Approved:	September 2019	Wage:	Salary scale

Job Summary:

The Atoka County Operations Assistant will assist the Transit Director in the day-to-day operations of the Atoka County Transportation Office, including but not limited to scheduling, data input, dispatching, filing, reporting accidents, ensuring the upkeep of vehicles, office, and parking lot, and organizing paperwork in a manner consistent with meet the goals of the agency. This is a safety sensitive position in which all precautions should be taken to insure the safety of the participants and public.

Responsibilities and Duties:

Operations Assistant:

1. Assist the Transit Operations Director in the day-to-day operation of the Atoka County Transit Program including but not limited to:
 - a. Scheduling vehicles/drivers/routes.
 - b. Verifying the accuracy of trip sheets, dispatcher's logs and related reports.
 - c. Verifying the fares collected daily by the transit drivers. Reconciling and sending all fares collected to the Central Accounting Office.
 - d. Preparing, executing, and maintaining proper bid process, purchase orders and records pertaining to transit operations.
2. Responsible for data entry of Transit Data input.
 - a. Responsible for ensuring the accuracy of trip sheets as needed.
 - b. Enters trip sheets into the established Transit Assistant System.
 - c. Verifies entered data by reviewing, correcting, deleting or reentering data.
 - d. Reviews the Myleo-net system for errors and overlaps with trip sheets.
3. Responsible for billing for JAMM Transit with assigned contracts.
4. Responsible for verifying overlaps and gaps in mileage in the system for all four counties.
5. Perform as dispatcher and scheduled route duties.
6. Assist with training of new transit drivers.
7. Responsible for the upkeep of the transit office and parking lot.
8. Reports all maintenance and repairs needed to the Fleet Manager.
9. Must be knowledgeable of all the agency's community programs.
10. Assist in any projects assigned.

Community Involvement

1. Actively promote J.A.M.M. Transit.
2. Begins initial intake process on applicants to assist in determination of eligibility for services.
3. Assists the emergency service program with helping individuals and families acquire needed services, or link them with the resources which will help them become more self-sufficient.
4. Works with the community through community outreach projects including but not limited to:
 - a. Emergency Assistance
 - b. Holiday Projects
 - c. Other projects as assigned

5. Maintains client confidence and protects operations by keeping information confidential.

VITA (Volunteer Income Tax) Preparer:

1. Performs tax preparation for qualified individuals for Johnston County during tax season.
2. Attend tax preparer training and keep current on all changes in taxes.

Relief Dispatcher/Receptionist:

1. Greet office visitors and respond to their needs.
 - a. Route all visitors to appropriate staff persons.
 - b. Answer incoming telephone calls and forward to appropriate staff or voice-mail.
 - c. Maintain a log of all incoming calls and visitors, reporting totals monthly.
2. Respond to calls/messages for transportation requests.
3. Calls and makes arrangement of the requested transportation in a timely manner.
4. Must be able to handle difficult/emergency situations.
5. Assist with the verification transportation requests with contracted transportation (SoonerRide, TANF, DRS) and arranges transportation for their clients.
6. Notifies clients (when needed) no later than noon the day before a requested ride, the name of the driver and pick up time or informs the client that no drivers are available.

Relief Driver:

1. Drive vehicles over specified routes or trips to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride.
2. Observe and follow all guidelines outlined in the Driver Handbook and agency's personnel policies and procedures.
3. Observe and follow all safety procedures and obey all traffic laws.
4. Maintains and records passenger counts, fare collections, vehicles maintenance and record data in a neat and accurate fashion, as required.
5. Performs a complete pre-trip inspection of bus, safety checks equipment, and informs supervisor when adjustments or repairs are necessary.
6. Assist passengers, such as elderly or disabled individuals, on and off vehicle, ensure they are seated and secured properly, help carry baggage and answer questions about schedules or routes.
7. Complies with the American with Disabilities Act (ADA) in operating the transit vehicle. This includes providing accessibility for disabled passengers to board and deboard by properly operating the accessibility lift and safely securing such passengers in a courteous manner, pre-testing all passenger accessibility lifts and equipment during pre-trip inspections.
8. Maintain cleanliness of vehicles.
9. Handle passenger emergencies or disruptions.
10. Must report all traffic accidents, citations or other incidents to the appropriate supervisor immediately.
11. Must report all off duty traffic citations to the appropriate supervisor within 7 days.

General Duties:

1. Attend work punctually and regularly to provide consistency of service.
2. Attend upon request all staff and other appropriate meetings, training and conferences some of which may require out-of-town travel and evening/overnight attendance.
3. At all times maintain professional attitude and confidentiality of all records and information.
4. Demonstrate commitment to mission, values, and policies in the performance of daily routines.
5. Perform other program-related assignments as designated.
6. Maintains operations by following policies and procedures; reporting needed changes.
7. Maintains customer confidence and protects operations by keeping information confidential.
8. Follow agency policies and procedures.
9. Maintains professional attitude and confidentiality of all records and information.
10. Perform other duties related to job position.

Supervisory Relationships:

Works under the direct supervision of the Transit Operations Director.

Knowledge and Skills:

1. Advanced knowledge of automated data processing procedures, systems and computer operations required.
2. Knowledge of the internet, e-mail, and web sites required.
3. Strong verbal and written communication skills.
4. Ability to read, interpret and implement agency guidelines efficiently and effectively.
5. Ability to deal effectively with the public.
6. Good analytical and organizational skills.
7. Maintain confidentiality with tact and discretion.
8. Ability to meet attendance requirements.

Qualifications:

Education:

1. Graduation from High School or GED equivalent.
2. Two (2) years experience in clerical work, OR must have computer training certification from a business school, Vo-Tech, or college.

General:

1. Must be at least 21 years of age or older. Must be able to read, write, speak and understand English. Vision must be correctable to at least 20/50. Physical/mental condition to be able to pass a physical/mental examination.
2. Must have a valid Oklahoma Driver's License.
3. No individual, whose driver's license, commercial or otherwise, has been suspended or revoked in the last three years.
4. Must pass a national criminal background check. No person who has been convicted of any felony conviction for any crime against a person shall be hired. Must not have been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years.
5. Must be able to lift and/or carry 60 pounds.
6. Excellent computer skills including Excel spreadsheets, MS Word, PowerPoint and Internet usage and database skills.
7. National Background Check, MVR and Drug/Alcohol Testing clearance required.

Physical Requirements:

1. Sit for extended periods of time.
2. See and read a computer terminal and printed matter with or without vision aids.
3. Hear and understand speech at normal levels and on the telephone with or without hearing aids
4. Speak so that others may understand at normal levels and on the telephone.
5. Enter data into a computer terminal, operate mainframe/personal computers, operate standard office equipment and dial a telephone.

Pre-employment drug testing, must pass a national criminal background check. No person who has been convicted of any felony conviction for any crime against a person shall be hired as a transit employee. No person who has been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years shall be hired as a transit employee.

INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER

Acknowledgment: I acknowledge receipt and understand the contents of this job description.

Employee Signature:		Date:	