

BENTON COUNTY TRANSPORTATION

Transit Assistant

Mission Statement: Benton County Transportation is available to provide safe, dependable, transportation for all persons county wide.

IMMEDIATE SUPERVISOR: Benton County Transportation Director

MINIMUM QUALIFICATIONS: The ability to communicate in a clear and precise manor. Must have good customer service skills with attention to detail and be a high school graduate or equivalent. Must be familiar with Benton County and its' surrounding areas, proficient in Microsoft Office programs, and the ability to learn new software. This person will be required to have a class C CDL w/passenger endorsement.

Other Qualifications: Have the ability to operate office equipment such as multi-line telephone, copy machine, faxes, and dispatch software. Must have the ability to multi- task and work in a team environment and to learn and use different transportation broker's web portals for scheduling rides and billing. Must be able to complete spreadsheets, compile data and meet required deadlines. This person must also be able to conduct research, compile data and prepare accurate drivers manifests in the most economical way, have excellent verbal skills to explain to drivers how to execute the assignment in the safest and best way.

Position Summary: Responsible for scheduling and assigning rides to appropriate buses and drivers in the most economical way. Must be available for the drivers who have questions about assignments. Provide drivers with a daily manifest of assignments from the scheduling software and providing other office staff with a profile of the assignments. Responsible for verifying ridership, utilizing scheduling software and completing ridership documentation for billing purposes, responsible for accounts receivable and deposits.

PRIMARY RESPONSIBILITIES

- A. Conduct research, compile data and prepare schedules (drivers manifest) in the most economical way for operations utilizing scheduling software.
- B. Be able to explain to other office staff, especially drivers how the assignment is to be executed.
- C. Maintain records and perform basic data work and general office duties
- D. Prepare documents in Microsoft Office programs.
- E. Meet scheduled deadlines, and drive at times when needed.
- F. Answer phone calls and direct calls to appropriate people and take messages with the utmost of professionalism and confidentiality.
- G. Ensure rides are recorded correctly for billing purposes

SECONDARY RESPOSIBILITIES

- A. Be oriented and accurate when scheduling and preparing Driver's manifest.
- B. Operate office equipment i.e., multi line telephone, dispatch equipment, copy machine, faxes.
- C. Completed schedulers assigned duties.
- D. Be knowledgeable of overall office needs and the ability to complete other office staff's duties.

POSITION AND ENVIRONMENTAL CONTEXT

- A. This position requires the performance of tasks requiring visual and manual communication.
- B. This position requires problem solving and ability to work independently and within a team setting.
- C. The position requires customer relations and professionalism in conduct as well as appropriate representation of Benton County Transportation.

I have reviewed my job description and responsibilities.

Employee Signature

Date

Supervisor Signature

Date