

TRANSIT OPERATIONS ASSISTANT*

DISTINGUISHING FEATURES OF THE CLASS: This is primarily administrative work of a moderately difficult nature which involves providing support and assistance to the administrator and other management staff in meeting departmental objectives, priorities and initiatives. The individual in this class is also responsible for providing assistance with the program administration needed for ensuring compliance with programs, policies and procedures and activities mandated by Federal, State and local regulations and requirements. The work is performed under the direct supervision of the Director of Administration and Research and work guidance (e.g., lead work) may be provided. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists the director and other management staff in the development and implementation of departmental objectives, priorities, initiatives, policies, procedures, program planning and projects;
Assists with program administration and compliance requirements for Federal, State and local programs, policies, procedures and activities;
Assists in securing, administering and monitoring grants from Federal and State funding sources;
Assists in the development and monitoring of contracts to ensure appropriate implementation and compliance with terms and conditions;
Researches and resolves customer complaints;
Provides public with information concerning the Department and local transit systems;
Meets with local government agencies, non-profit organizations and public officials in order to collect data and exchange information;
Maintains and prepares reports regarding operating, maintenance, financial and program records;
Assists with tasks and projects related to the management and oversight of the County's public transportation systems;
Conducts scheduling and prepares agendas, meeting minutes and reports for administration and project meetings;
Reviews and evaluates policies, procedures, and records of transportation agencies and operators to ensure conformance with established Federal, State and local regulations;
Compiles and analyzes information for annual budget;
Assists in writing specifications for bid documents for the purchase of various transportation services;
May assist in the distribution of work assignments;
May represent the administrator on a day-to-day basis by taking telephone calls, following up on his/her initiatives, attending meetings and seminars, etc. and reports on same.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of various aspects of mass transportation; good knowledge of the procedures related to the administration and monitoring of grants, contracts and agreements; ability to deal with the public; ability to prepare and maintain program and financial records; ability to gather, organize and analyze data to prepare a variety of reports; ability to work independently within the scope of general direction; ability to plan, monitor and coordinate work projects; ability to use computer software in the completion of assignments**; ability to establish and maintain cooperative relationships with others.

(over)

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher and three (3) years of professional experience in providing administrative, staff, and/or technical support, at least one (1) year of which must have been in a public transportation setting, or
2. An Associate's degree (or equivalent college credits (minimum of sixty (60) credits) and five (5) years of professional experience in providing administrative, staff, and/or technical support, at least three (3) years of which must have been in a public transportation setting, or
3. Graduation from high school or possession of an equivalency diploma and seven (7) years of professional experience in providing administrative, staff, and/or technical support, at least five (5) years of which must have been in a public transportation setting.

*This reflects a retitling of Transit Operations Supervisor.

**To be demonstrated during the probationary period.

R.C.D.P. (03.14.1995) 04.14.2021
Competitive

09.24.2024 New York State Civil Service approved Non-competitive in the NY HELPS Program.