

SENIOR TRANSPORTATION INFORMATION ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class operates a computerized reservation, scheduling and dispatching system, the switchboard and/or radio as part of the Department of Public Works and Transportation's information network system, including the ParaTransit program which services clients for the Office for People with Disabilities. Good communication skills are an essential requirement of this position. While supervision is not normally a responsibility of this position, incumbents may lead and guide other employees in unit operations as needed. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Operates a computerized reservation, scheduling and dispatch system;

Receives and responds to all telephone inquiries regarding availability of accessible fixed-route bus and Para Transit services;

Receives and responds to all Telephone Communication Device for the Deaf (TDD) inquiries regarding availability of accessible bus and Para Transit services;

Receives and responds to all calls for reservations for Para Transit service and determines eligibility using guidelines established by federal and local government agencies;

Maintains and updates client files in a computerized system;

Gathers client information for trip requests and identifies which Para Transit vendor and/or "run" the requested trip should be assigned;

Schedules, confirms and/or cancels trips with vendors via the computerized system;

Maintains records, client files and logs of reservations;

Receives and records complaints and routes them to appropriate personnel for resolution;

Generates reports from the computerized system, including dispatch sheets, schedules, driver records, client files, etc.;

Assists in reviewing and evaluating applications for Para Transit service; performs interviews of applicants to assess their overall needs and eligibility for Para Transit services;

Assists in the preparation of correspondence, reports, records and other documentation relating to an individual's application for service;

May participate in training new employees to orient them to Para Transit operations and the computerized reservation system;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the techniques of placing and receiving telephone calls; good knowledge of office procedures, terminology and equipment; ability to convey information clearly, concisely and in good speaking voice to a telephone caller; ability to understand and follow oral and written instructions and data; ability to prepare written reports; ability to evaluate client needs in order to schedule the appropriate services; ability to read maps; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; accuracy; good judgment; reliability; tact; courtesy; clear and pleasant speech; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) two years of experience providing information to the public, either in person or on the telephone, in areas such as customer services, transportation services, switchboard operation or a related field; or (b) two years of experience in public transportation operations; or (c) a satisfactory equivalent combination of training and experience as defined by the limits of (a) and (b).

West. Co.
J. C.: Competitive
EMRC
1

Job Class Code: C2741
Job Group: VII