

CITY OF HELENA



Position Title: Administrative Assistant III

Department: Public Works

Division: Capital Transit

FLSA: Non-Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

This position performs administrative duties in support of the Capital Transit Division within the Department of Public Works which is responsible for the public transportation system operated by the City of Helena. Under general direction, the position plans, and performs a variety of financial, accounting, and highly responsible, confidential and complex administrative duties and program and project support for the Division. The position plans, organizes, and conducts the operations and functions of the office. The incumbent provides ongoing program and project support to the Division and Public Works Department as needed, in support of supervisors, staff, other departments, outside agencies, various contractors and the general public.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

General Administrative and Office Support Functions

The position performs routine as well as responsible and challenging administrative work involving the use of independent judgment and personal initiative on variety of varied administrative, fiscal, and coordination duties involved in the processing, and completing administrative operations for the Division under direction of the Transit Supervisor.

The incumbent participates and assists in the administration of the Capital Transit Division office; compiles information and prepares all Federal Grant requirements for financial support of the CT System. The position fosters working relationship with State of Montana Department of Transportation Planners. The position interprets guidelines/parameters for State and Federal financial reporting. The incumbent works with the State of Montana owned and managed internet financial programs. The position responds, obtains and provides all information needed for financial audits.

The position prepares and maintains records and statistics for bus system including ridership, bus mileage and other performance indicators; and ensures accuracy of figures; attends and participates in staff meetings and related activities; attends workshops, conferences and classes to increase professional knowledge; directs all activities associated with the office and the coordination of work activities performed in office; plans, recommends, assists and implements organizational or procedural changes affecting administrative activities as needed for effective program operation and support including recommended improvements in work flow, policies and procedures, and use of equipment, forms, computers and software; prepares purchase orders; contacts vendors and suppliers as needed; maintains related records in support of the activities; maintains files and records on matters in progress and upon completion including financial, budget, personnel claims process, budget, coordinates and initiates Department contracts, monthly Division reports, incident reports operational and administrative records; maintains and updates resource materials; coordinates activities with other Departments, Divisions, the public and outside agencies; and maintains calendars of Department activities, meetings and various events.

Budgeting, Financial and Operational Support Functions

The incumbent participates in and provides informational support on a variety of organizational studies, investigations, and operational studies; collects, analyzes, and compiles material for review and analysis; provides recommendations for changes in programs, policy, or procedures to improve efficiency and cost effectiveness of operations; and coordinates consultation, information exchange, and necessary clearances and/or approvals.

The position is responsible for assisting with the Capital Transit's annual budget. The position is tasked with organizing the flow of administrative and financial process to ensure Division deposits and billing for Division services provided for a fee comply with established policy. The incumbent is responsible for budgetary communication through the AS400 to assist Department in an efficient and effective manner; developing drafts and assists in the preparation and monitoring of the Division and program budgets including analysis and determination of annual budget needs and determining expenditure and revenue requests for designated accounts; monitoring and approving expenditures verifying fund balances and proper accounts of the approved budget; receiving and accounting for revenue from fees; reviewing the Department's financial condition, resolving problems, and recommending and initiating corrective action to ensure financial integrity; and preparing, reviewing, and processing claims and permit applications; validates coding of claims; prepares for appropriate executive signature; verifies and records timecards for Department staff to ensure coding, shift differential, overtime, call back, and that related items are correct and applied to proper accounts.

Maintenance Management Programs and Systems Support

This position participates in the management of the transit budget through the AS400, and passenger scheduling using RouteShout phone application and Route Match software. This includes the relief of management staff of a variety of administrative details and electronic maintenance work, recording and support; independently responds to routine letters and general correspondence; composes and prepares letters, memoranda, and reports pertaining to standard policies; sends out letters in support of the transit functions; performs special projects under the direction of the Transit Supervisor in support of assignments from the City Manager and/or Public Works Director including collecting, compiling and analyzing information from various sources on a variety of specialized topics related to programs, services, activities and rate studies and in other assigned areas. The position writes reports which present and interpret data, identifies alternatives, and provides support to make and justify recommendations. The position coordinates assigned services and activities with those of other Divisions and outside agencies and organizations. This position monitors updates and notices for the Capital Transit website, and RouteShout phone application.

Customer and General Public Contact and Support

The incumbent will provide information and customer service to the public, contractors and vendors regarding the Capital Transit programs, services and activities including but not limited to establishing, tracking and billing for purchase of bulk quantity bus passes and bus advertising for proper charges. This position serves as a backup dispatcher when assigned personnel are unavailable; schedules riders on various bus routes in person or by telephone and two-way radio system; prepares daily driver schedules; informs riders of general bus procedures and pick-up times and places. The position also creates Para Transit ADA identification cards for qualified and approved passengers with disabilities.

The position serves as a primary resource and information source regarding Department policies, procedures, objectives, and operational functions; receives and interviews office visitors and telephone callers; answers questions and provides information where judgment, knowledge, and interpretations are utilized, especially in the proper handling and interpretation of technical, financial, and confidential

information or files; fields and refers caller to appropriate source as necessary; and files customer complaints.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Office and administrative management principles and practices including budget development, administration, analysis, and control.
- English usage, spelling, vocabulary, grammar, and punctuation and related principles and practices of business letter writing.
- Modern office procedures, methods, and equipment including computer equipment and applicable software programs.
- Principles and procedures of record keeping.
- Principles and practices of data collection and report preparation.
- Techniques used in public relations.
- Word processing and data management methods, techniques, and programs including spreadsheet and data base operations.
- Accounting and budgeting principles and practices.
- Customer service techniques.

Skill or ability to:

- Learn and productively use required computer software and geospatial information systems and programs for data acquisition and management used by Capital Transit.
- Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical and administrative reports including clear and concise summaries and reports.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative while working under limited supervision within a broad framework of standard policies and procedures.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities and to respond to inquiries and requests for information from the public and City personnel regarding policies and procedures.
- Independently prepare correspondence and memoranda and to maintain confidentiality of data and information.
- Plan and organize work to meet schedules and deadlines.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Physical Demands:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, push, pull, and lift 25 to 30 lbs., distinguish color, minor exposure to cold, heat, noise, outdoors, electrical hazards, and traffic hazards; and ability to travel to different sites and locations. Work performed in general office setting with occasional field work.

Safety

Performs all functions in the safest possible manner and according to policies and procedures. Participates fully with safety trainings. Reports unsafe work conditions and practices, work-related injuries, illnesses, and near-misses as soon as possible to assigned supervisor.

Minimum Qualifications (Education, Experience and Training):

This position prefers an associate's degree in office management or a business related degree AND requires at least five years of increasingly responsible administrative assistant, office management, accounting, or related experience. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to maintain same. If possession is not held must obtain a valid MT driver's license within six months of hire.

Supervision Received:

Supervised by the Transit Supervisor; receives occasional program direction from the Public Works Director.

Supervision Exercised: May supervise staff or lower level positions when assigned.

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.