


## **JOB DESCRIPTION**

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| <b>1. Little Dixie C.A.A.</b>   | <b>2. Program: Transit</b>         |
| <b>3. Reports To: Transit Clerk</b>   | <b>4. Title: Program Assistant</b> |
| <b>5. Grade: 4</b>  | <b>6. Date: June 2021</b>          |
| <b>7. Approved By: Rebecca Reynolds</b>  | <b>8. Status: Non-Exempt</b>       |

### **JOB SUMMARY:**

The Program Assistant will assist the Transit Director with duties and activities related to the Transit program.

### **DUTIES AND RESPONSIBILITIES:**

1. Represent and/or promote the program at meetings, conferences or community events. This includes preparing information for agency newsletter. This also includes collecting data and stories that show the value and benefit of transit service.
2. Direct incoming calls appropriately.
3. Enters and retrieves information using a personal computer or other data processing equipment.
4. Develops and maintains confidential and complex files.
5. Cross Train in other program positions including Sooner Ride scheduling, Myleo-Net data entry and basic dispatching. Provide support in these areas as needed.
6. Initiates correspondences requiring knowledge of program procedures and policies.
7. Responsible for writing minutes for program trainings and meetings.
8. Knowledge of the major policies and procedures governing transit program. Interprets and advises program staff on program rules and regulations.
9. Handles all program procurement and acts as main point of contact for procurement.
10. Makes all arrangements for meetings and trainings as required.
11. Responsible for coordination and development of new program initiatives including research, planning and documentation necessary for their timely implementation.
12. Responsible for completing program billing which includes preparing invoices, and completing claims for ODOT, KEDDO, TANF and Sooner Ride. Provide monthly summary of billing activities to accounting.
13. Responsible for completing tasks related to new hire drivers such as crating ID badges, making handbooks and sign off sheets, activating fuel card PINs, etc.
14. Act as IT program level contact which includes setting up tablets, phones and being able to trouble shoot with agency IT staff for swift resolutions to basic IT issues.
15. Provide training to other office staff in how to create short-cuts, store files electronically, etc.
16. Have skills to work with new pilot programs, new software as related to scheduling, GPS vehicle tracking, etc.
17. Such other duties as may be assigned.

### **SUPERVISORY RELATIONSHIP:**

The Program Assistant reports to the Transit Director and exercises no supervision over other employees.

### **EDUCATIONAL QUALIFICATIONS:**

1. Degree in public or business administration or a social science preferred, or an equivalent combination of education and related experience. Some documented experience in group dynamics and community strategic planning is desired.
2. General knowledge of spelling, punctuation, and business English; of business mathematics; of modern office methods and procedures. Ability required to maintain effective working relationships with others; to handle confidential work; to interpret and handle routine matters in accordance with agency policy; and to follow oral and written instructions.
3. Must have excellent computer skills and knowledge; particular knowledge of work processing programs, spreadsheet programs, desktop publishing program and the Internet.
4. Skill in typing accurately from plain copy, in operating a typewriter, calculator and other standard office machines.

### **MENTAL AND PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:**

1. Constantly must be able to sit/stand in a stationary position 50% of the time.
2. Frequently must be able to move about inside the office to access file cabinets, office machinery, etc.
3. Frequently must operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
4. Frequently must communicate with staff and others who have inquiries about the program. Must be able to exchange accurate information in these situations.
5. Able to see and read PC screens; detect color coding, read fine print, and /or normal type size print.
6. Ability to understand, remember, and apply oral and/or written instructions or other information.
7. Make appropriate job decisions following standard office policies and past precedents.
8. Think through the consequences of a decision prior to making it.
9. Ability to make decisions which have moderate impact on the immediate work unit and monitor impact outside immediate work unit.
10. Ability to complete routine forms, using existing form letters and/or conduct routine oral communication.
11. Ability to add, subtract, multiply, divide and to record, balance and check results for accuracy.
12. Occasionally must move/carry items weighing up to 30 pounds.

I have read and understand the job description listed above. My questions have been answered. I am fully qualified for this position and can perform the duties as described. I understand that this

is not an exhaustive list of all my duties and responsibilities. I understand that Management (and no other) reserves the right to revise this job description as deemed necessary.

Little Dixie Community Action Agency, Inc. is an Equal Opportunity provider and employer. The functions, qualifications, requirements, and physical demands listed in this job description represent the essential functions of the job, which the employee must be able to perform either with or without reasonable accommodation. As an equal opportunity provider and employer, LDCAA will make reasonable accommodations to enable individuals with disabilities to perform their job duties/functions. The listed job functions, duties and responsibilities do not necessarily include all activities that the employee may perform. Nothing herein restricts management's right to assign or reassign duties and responsibilities to this job at any time. This position is **non-exempt** from the provisions of the Fair Labor Standards Act and its amendments.

I certify that I understand and accept the responsibilities and duties of this position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Printed)