



**DUTCHESS COUNTY
CLASS SPECIFICATION**

**TRANSIT SERVICES
ASSISTANT**

DATE ADOPTED: 03/22/2022

LAST REVISION: 01/04/2024

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DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the performance of support functions for a program or service funded by government and is responsible for administrative support to the unit/department head. The position requires the performance of various clerical functions and oversees and utilizes various operation systems such as Syncromatics, Mobilitat and LOGOS, etc. Employees will learn specific clerical and regulatory requirements and processes involved in maintaining the functional programs of the unit or office. This position would be expected to perform the following functions depending upon unit needs: collecting, confirming, and transcribing data from a variety of sources; entering information into a terminal and extracting this information in a variety of formats; maintaining manual and automated logs and records; overseeing a centralized function such as mail distribution, fleet management or inventory. As job familiarity increases, the employee will have leeway for completing work assignments independently under the prescribed procedures. This position does not supervise other employees but may direct the work of aides, interns, temporary employees, and other lower-level employees.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Processes records relating to such transactions, including applications, routine correspondence and database administration and acts as retentions officer;
2. Performs data entry for payroll;
2. Gathers, collates, and summarizes information concerning a unit's programs or activities;
3. Prepares, receives, reviews, and verifies documents including reconciliations;
4. Performs data entry including entering customer information into scheduling software;
5. Contacts other agencies and departments to gather routine information or to explain routine requirements for unit programs;
6. Answers telephone inquiries, checks and responds to telephone messages;
9. Assists with Triennial Review;
10. Handles ticket sales and reconciliations on-line ticket sales;
11. Prepares and submits Travel and Work Orders including Print Shop Orders;
12. Provides back-up running daily Turley Reports and daily fuel reconciliations;
13. Generates Special Transit Cards.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the rules and procedures of programs necessary to process work independently and assist the public;

Knowledge of office practices necessary for interacting with staff and the public, processing work flow, and filing and retrieving information;

Knowledge of software packages for word processing to produce memos and letters, and database management and spreadsheets to compile and produce lists;



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Knowledge of computational skills to process and reconcile vouchers, perform cashiering duties, maintain inventories and keep records of program activities;
 Knowledge of mathematical calculations for the purpose of reconciliation and reporting;
 Knowledgeable in Microsoft Excel, Word and Outlook, Syncromatics, Mobilitat, and LOGOS;
 Skill in operating office equipment to produce work accurately and efficiently;
 Ability to interact with a variety of people for the purpose of exchanging information;
 Ability to organize, maintain and extrapolate information from records;
 Ability to complete take care of customer needs while following company procedures;
 Personal characteristics necessary to perform the duties of the position;
 Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

EITHER: (A) Completion of two years (60 standard credit hours);

OR: (B) Two years of full-time general office work experience which involved public contact and keyboarding;

OR: (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT:

Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.

Candidate may be required to possess a New York State Driver License at time of application and to maintain position.

COUNTY USE ONLY:

BARGAINING UNIT/GRADE: CSEA-7 / 08		JURISDICTIONAL CLASSIFICATION: Competitive	
EEO Category: Admin Support	FLSA Code: OT Eligible	WC Code: 8810- Clerical	NYSLRS Job Code: 04500E
REVISION HISTORY: 3/2/22 01/25/23 01/04/24			