



CITY OF SANDY JOB DESCRIPTION

POSITION TITLE: Transit Admin Specialist
DEPARTMENT: Transit
FLSA STATUS: Non-Exempt
SALARY RANGE: D
REPRESENTATION: None

GENERAL POSITION SUMMARY:

This position is responsible for a wide range of administrative duties that support the work of the Transit and Public Works Operations Center. Approximately 80% is dedicated administrative support to the Transit Department and 20% to Public Works. Specializes in Transit Tax collection.

ESSENTIAL JOB FUNCTIONS:

- Oversees the opening and closing of the Operations Center. Clears visitors for specific access to areas of the Operation Center.
- Responsibilities include, but are not limited to, data entry, document creation, mass mailings, public contact, reports, scheduling, and general office clerical duties.
- Assist with Transit marketing activities including literature production and distribution, flyers, ads, and public notices.
- Responsible for and to understand Transit Tax Collection which includes tax data entry, tax collection letters, mailings, and telephone conversations. This often requires tax reporting advice to business owners and CPAs and can often require a strong but sensitive communication ability.
- Compilation and data entry of necessary information and statistics for grant funded programs including fixed route, demand response, and ADA information for both City and County Transit Services. Organize and support the department for final submittal of reports.
- Point of contact for Transit Department Invoices, responsible for tracking, coding, and submitting invoices in a timely manner in accordance with Federal Grant Program requirements.
- Maintain vehicle maintenance files as required by the Oregon Department of Transportation in alignment with Federal Grant Program requirements.
- Point of contact for drivers and vendors for on-board Mobile Data Terminals (MDT) for trouble shooting, ordering parts, requesting replacements and general tracking.
- Interacts and collaborates with other departments concerning various issues with Transit.
- Assist and conduct rider surveys and outreach which often requires work hours outside of typical Monday thru Friday shift.
- Manages the Elderly and Disabled medical rides program data.
- Prints surveys, creates, and assigns survey packages per vehicle and shift, creates surveyor badges and other necessary preparation.
- Responsible for the compilation of transit survey information into a valid data collection software, such as survey monkey, for report generation and trend identification.

- Maintain and update website information.
- Provides dispatch and scheduling support to Sandy Transit and Clackamas County Transit services including but not limited to dispatch and scheduling when necessary.
- Act as representation for the Transit Department at local events.
- Set up meeting rooms, produce meeting materials, and generate minutes for Transit Advisory Board and other meetings.
- Monthly reconciliation of bus pass inventory at numerous locations via an excel spreadsheet.
- Oversight of daily counts of SAM and MHX fares. Assist with and supervises, preparation of bank deposits reconciliations fare counts and making actual deposits.
- Maintain a clean and organized front desk, copy/supply room and kitchenette for the Operations Center.
- Attend meetings as requested, including but not limited to, the monthly Public Works meetings and the quarterly Transit Board Meetings.
- Attend conferences, which may include overnight travel.
- Requires professional handling of information that is sensitive and confidential in nature.
- Public Works supports could consist of but not limited to backflow device data entry, reminder notices, mailings, special projects, and explanation of programs to the public.
- Coordinates and manages the use of the City Chipper Program.
- Coordinates and manages the City Street Banner Program.
- Perform other duties as required
- Establish and maintain positive working relations with coworkers, citizens, and the general public.

JOB SPECIFICATIONS:

Mandatory Requirements:

- High School Diploma or GED equivalent; two years college preferred.
- A minimum of one to three years of office setting and customer service experience.
- General knowledge of geographic service district is preferred.

Necessary Knowledge, Skills and Abilities:

- Ability to exercise good judgement, courtesy, patience, and tact in public contact, problem resolution and de-escalation skills.
- Excellent interpersonal verbal, written and telephone skills.
- Excellent problem-solving skills.
- Considerable knowledge of general office procedures and related office equipment.
- Ability to work independently on assigned tasks and to make decisions with minimal supervision.
- Ability to prioritize and organize tasks within specific timelines.
- The ability to understand and communicate transit tax requirements to clients.
- Must be able to clearly articulate tax related information and understand transit tax collection.
- Ability to adapt to a rapidly changing environment and individual needs.

- Intermediate proficiency with computer programs, including word processing, spreadsheets and databases.

Special Requirements/Licenses:

- Possession of or required to obtain a valid driver's license within thirty (30) days of hire. Must have a safe driving record.
- Must be able to pass the department's security clearance standards including, but not limited to, reference check, criminal history check and satisfactory driving record.

SUPERVISION RECEIVED:

Works under the direct supervision of the Transit Manager and Transit Director.

Receives additional direction and supervision from the Public Works Superintendent.

SUPERVISORY RESPONSIBILITIES:

While not a direct supervisor, this position will assist dispatchers and other contracted employees as needed.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Required to walk up and down stairs or to sit for long periods of time and must have the hearing and speaking ability to carry on conversations in one-on-one, small group settings and conduct formal presentations.
- Able to reach with hands and arms, use hands to finger, handle, operate objects, tools, or controls and must have sufficient hand eye coordination to operate common business equipment.
- Able to bend or stretch to properly secure mobility devices and bicycles on board company vehicles.
- Specific vision abilities required by this job includes close vision and ability to adjust focus.
- Occasionally required to lift items from below the knees or above the shoulders; ability to move and/or lift 40 pounds.

TOOLS AND EQUIPMENT USED:

- General office equipment including, but not limited to, computer, copier, fax machine, calculator, and telephone.
- Transit on-board Intelligent Transportation Systems (ITS) such as Mobile Data Terminals (MDTs), Transit scheduling software and radios.

WORK ENVIRONMENT:



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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting in well-lighted, temperature-controlled office environment. Some external noise.
- Work is intermittently performed in the outdoor work environment, and/or public transit vehicles, travel from site to site, exposure to noise, smoke, fumes, and gases.
- Comfort with public transportation which includes SAM and MHX routes, vehicles, and passengers.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.

Andi Howell
Transit Director

Adopted: 06/21/17; Revision: 1/22/2020, 8/2020, 03/2024

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Nancy Payne

Date