



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....: Administrative Coordinator II
DEPARTMENT.....: Public Works
DIVISION.....: Transit
CLASSIFICATION/GRADE.....: Administrative Coordinator II /106
REVISED.....: 08/2019
REPORTS TO.....: Office Manager
REVIEWED.....: 08/2019
WAGES.....: Non-Exempt (Hourly)

SUMMARY:

Terrebonne Parish is seeking a qualified person to perform clerical duties with office managerial and supervision skills for the public transit system.

BASIC FUNCTIONS:

1. Provide transit usage information to the public by phone and mail and communicate with bus drivers as necessary by radio.
2. Maintain transit system office schedules/calendars.
3. Assist with documentation required by the Federal Transit Administration.
4. Conduct purchasing procedures and warehouse orders. Ability to operate computerized transit purchasing software. Maintain records and process all transit billings in coordination with other TPCG departments.
5. Process and maintain all transit payroll and attendance records.
6. Operate computerized transit vehicle maintenance software, produce, and distribute reports.
7. Investigate and resolve any and all complaints received from the general public.
8. General office typing, filing, and routine office procedures, including the preparation of various information reports.
9. Maintain Transit system of document filing. Create and maintain new files as necessary.
10. Assist in the administration of a Disadvantaged Business Enterprise program for the transit system.
11. Help maintain transit system policy and procedures, including writing policy memos and updating transit policy manuals as procedures are changed to meet current criterion.
12. Manage all aspects within the paratransit service including booking paratransit trips, maintaining the computerized paratransit system, printing paratransit sheets, ID cards, applications, etc.
13. Assist with the operation of Bike Pass program, and other card making duties.
14. Assist with the operation of computerized system of passenger trip sampling and record data.
15. Supervise subordinate clerks, evaluate, and maintain transit personnel records.
16. Assist with ensuring all new operators are trained and given proper materials.
17. Assist the Administrators in contacting the Transit Bus Operators to evacuate the general public before and after an emergency.
18. Provide transit emergency information to the public by phone.
19. Perform other clerical duties as directed by supervisor.
20. Must be willing to perform tasks in addition to job description as maybe necessary.
21. Responsible for filling in when the Administrative Technician II is absent.

OTHER REQUIREMENTS:

1. Occasional weekend/overtime work required.
2. Requires prompt and dependable attendance, observance of work schedule.
3. Requires Class D Chauffeur license.
4. Position is a "Safety Sensitive" position and is subject to random drug testing as required by U.S. Department of Transportation Regulations.

EDUCATION/EXPERIENCE:

1. High school diploma or equivalent required.
2. Must have knowledge of general office procedures.
3. Strong communication skills required.
4. Must be well versed in business computer software, such as: Microsoft Word, Excel, and Access. MS-Access programming experience highly desirable.
5. Dispatching experience helpful.