



Brazos Transit District

Job Description for Operations Assistant

The purpose of this job description is to communicate the responsibilities and duties associated with the position of Operations Assistant. The following information should be considered a comprehensive description of this position; it should also be noted that some responsibilities and duties might not be specifically addressed. Brazos Transit District fully expects every person to perform any reasonable task or request that is consistent with fulfilling company objectives. BTD recommends that all employees display an ongoing effort to familiarize themselves with the duties and responsibilities of those positions directly above and below their own.

Job Title:	Operations Assistant
Supervisor:	Chief Executive Officer
Location:	2117 Nuches Lane, Bryan, Texas
FLSA Status:	Non-exempt
Safety Status:	Non-Safety Sensitive
Job Brief:	This job is to perform clerical and data entry duties for Administration.

Essential Functions

- Managing the day-to-day workflow of all purchase order functions to include, but not limited to preparing purchase orders, maintaining and reconciling a purchase order log.
- Advising and guiding appropriate staff to ensure proper purchase order procedures are being followed.
- Maintain accurate purchase order documentation and/or files in the required order.
- Act as a liaison between vendors and BTD when requested.
- Keep yourself and BTD up to date and current with FTA's BPPM, FTA & State regulations maintain and update the Procurement Policy and Purchasing Procedures Manual on yearly basis.
- Checks all invoices to ensure correct price and follows through to ensure that materials ordered have been received.
- Count fare box revenue every other week or when business necessitates.
- Reconcile daily deposits.
- Serve as backup for the Receptionist job when business necessitates.
- Reconcile operators time using Trapeze and BTD developed programs and create time sheets. Release time sheets to supervisors and make any necessary corrections when approved by the Chief Executive Officer.
- Be familiar and up to date with all services provided by BTD and our affiliates.
- Be familiar and up to date with BTD's program policies and procedures.
- Maintains awareness of current organization and industry trends, keeps ahead of industry's developments and applies best practices to areas of improvement.
- Maintain confidentiality of information and Professional Customer/Employee/Supervisor relations.
- Maintain the standards of BTD, including but not limited to the Drug & Alcohol, ADA, EEO, Title VI, Code of Conduct and safety policies and procedures.
- Ability to operate in a constant state of alertness and in a safe manner.
- Additional duties as assigned.

Quality Assurance

- Develop and conduct an on-board quality assurance program.
- Travel throughout the service area of BTD to observe the facilities, operations and BTD staff.

- Meet with staff of all levels to ensure that the policies and procedures of BTM are being followed by all staff as a quality assurance measure.
- Ensure that all policies and procedures of BTM are implemented consistently and if not, discuss this with the appropriate supervisor for resolution.
- Provide updates to the Chief Executive Officer after visiting each location.
- Ensures all transit operations facilities adhere to BTM policies and procedures.
- Monitors or reviews calls or other correspondence between representatives and customers.
- Improves customer service experience, creates engaged customers and facilitates positive growth.
- Takes ownership of customer issues and follows problems through to resolution.
- Collects data and prepares reports on customer feedback, needs and inquiries.
- Conducts research and analytical studies on a variety of programs and issues.

EMERGENCY RESPONSE/RECOVERY ACTIVITIES - All employees will be required to work before, during, or after an Emergency. During an Emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location and work schedule to fit the needs of the County and its citizens.

Education and Experience

Equivalence to a high school education.

- One-year computer experience required
- Must be able to type 40 words per minute.
- Must be familiar with the Windows environment.
- Customer service experience preferred.
- Five years increasingly responsible secretarial experience.
- Three years current continual secretarial work.

Aptitudes Required This job requires the following levels of aptitudes:

Reasoning Development - must be able to apply with common sense understanding to carry out instructions furnished in written or oral diagrammatic form. Deal with problems involving several concrete variables in or from standardized situations.

Language - must be at a level that would normally read at a rate of 120 to 215 words per minute. Must be able to write compound and complex sentences using adjectives. Must be able to speak clearly and distinctly with appropriate pauses and emphasis. Bilingual preferred.

Math Development - must be able to add, subtract, multiply and divide.

Supervision Received

Supervision provided when necessary.

Work Environment

Works in normal office environment. Occasional need for exposure to fumes, chemicals, solvents, etc. Rare need to work outdoors, in confined spaces, or exposed to extreme temperatures.

Physical Requirements

- Have constant need (66% - 100% of time) for sitting, finger dexterity, and for typing or writing.
- Have occasional need (1% - 33% of time) for standing, walking, bending, stooping, squatting, grasping, gripping, or for driving or operating equipment.
- Have rare need (less than 1% of time) for climbing stairs, lying down, pushing/pulling, reaching above shoulders, or for climbing ladders.

Lifting/Carrying

- Have frequent need (33% - 66% of time) to lift/carry under 10 pounds.
- Have occasional need (1% - 33% of time) to lift/carry 10-25 pounds.

- Have rare need (less than 1% of time) to lift/carry 26-150 pounds.

Other

Ability to see details and to see beyond arm's length. Ability to hear and speak with other personnel to communicate effectively.

Optimum Qualifications

The successful candidate must meet the aptitude requirements listed in this description. Candidate should have at a minimum good English communication, organizational skills, and be able to provide exceptional customer service. Candidate must be able to read and write English. Candidate must be able to interact with clients in a courteous, pleasant, and helpful manner. Candidate must be able to deal with passengers from diverse backgrounds and individuals with special needs. The employee must work well with other employees and take directions from their immediate supervisor. The employee must be able to work in a fast-paced environment and must have the ability to exercise good judgment and stay calm in emergency situations. Bilingual preferred.

I have read, understand and agree to perform the duties as outlined in this job description.

Employee's signature

Date

Supervisor's signature

Date



Brazos Transit District

Applicant Acknowledgement

I _____ acknowledge that I have received a copy of the job description for the Operations Assistant for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

Yes _____

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No _____

Other (Please explain):

Applicant Signature

Date



Brazos Transit District

Employee Acknowledgement

I _____ acknowledge that I have received a copy of the job description for the Operations Assistant for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

Yes _____

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No _____

Other (Please explain):

Employee Signature

Date