



Brazos Transit District
Job Description for Administrative Assistant

The purpose of this job description is to communicate the responsibilities and duties associated with the position of Administrative 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:	Administrative Assistant
Supervisor:	Deputy CEO/General Manager
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

- **Purchase Order Management:** Oversee all aspects of purchase order functions, including preparation, maintenance, reconciliation, and ensuring accurate documentation and adherence to proper procedures.
- **Administrative Support:** Perform administrative duties for the President/CEO and Deputy CEO/General Manager, acting as the primary point of contact, maintaining schedules, and fostering effective communication and relationships with all staff and patrons.
- **Policy Development and Implementation:** Collaborate with executive leadership to plan, develop, and implement new methods, policies, and procedures aimed at improving operations, reducing costs, minimizing waste and abuse, and enhancing resource utilization.
- **System Consultation:** Advise the Deputy CEO/General Manager on system-related issues, providing guidance and solutions to address failures or concerns.
- **Regulatory Compliance:** Stay informed about current organizational and industry trends, ensuring compliance with FTA's BPPM, FTA, and State regulations. Maintain and annually update the Procurement Policy and Purchasing Procedures Manual.
- **Invoice and Material Verification:** Verify invoices for accuracy, ensure materials ordered are received, and act as a liaison between vendors and BTD when necessary.
- **Financial Responsibilities:** Count fare box revenue bi-weekly or as needed, reconcile daily deposits, and serve as a backup for receptionist duties when required.
- **Timekeeping and Payroll:** Reconcile operators' time using Trapeze and BTD-developed programs, create timesheets, release them to supervisors, and make necessary corrections upon approval.
- **Knowledge Maintenance:** Stay updated on all services provided by BTD and affiliates, as well as BTD's program policies and procedures.
- **Confidentiality and Professionalism:** Maintain confidentiality of information and uphold professional relationships with customers, employees, and supervisors.
- **Compliance with Standards:** Adhere to BTD standards, including Drug & Alcohol, ADA, EEO, Title VI, Code of Conduct, and safety policies and procedures.
- **Alertness and Safety:** Maintain a constant state of alertness and operate in a safe manner. **Public Representation:** Present yourself as a public representative of the agency when required, ensuring

professionalism and adherence to company standards.

- Operational Support: Serve as a backup driver for routes as assigned, assist in travel training, run various errands, and support the operations department as needed.
- Reporting and Documentation: Assist in creating documents, preparing for board meetings, gathering data for reporting and compliance, and supporting various reporting needs.
- Additional Duties: Perform other 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 BTD are being followed by all staff as a quality assurance measure.
- Ensure that all policies and procedures of BTD are implemented consistently and if not, discuss this with the appropriate supervisor for resolution.
- Provide updates to the Deputy CEO/General Manager after visiting each location.
- Ensures all transit operations facilities adhere to BTD 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.

- Must be able to type 40 words per minute.
- Candidates must be proficient in Microsoft Office Suite- Word, Excel, and Outlook.
- Customer service experience preferred.
- Five years increasingly responsible secretarial experience.
- Data Analysis- inspecting, cleaning, transforming, and modeling data to discover useful information, draw conclusions, and support decision-making
- Degree preferred

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 Administrative 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 Administrative 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