

PUBLIC TRANSIT INFORMATION ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for gathering, updating, coordinating and releasing information as it pertains to the services of the Ulster County Area Transit (UCAT) public transportation system. The employee assists in the promotion, publicizing and distribution of the services, fees and schedules of the transit system. The incumbent is responsible for compiling and maintaining current data and responding to inquiries for information. The work is performed under the general supervision of the Director of Public Transit and other administrative staff with sufficient leeway allowed for the exercise of independent judgment in the details of the work. Supervision over others is not normally a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Compiles, updates and disseminates current information on public transit services, fees and schedules;

Assists in the preparation and distribution of informational material to the public on the regular and special event transit services of UCAT;

Maintains databases and other electronic data relating to the operations of UCAT;

Maintains and updates mailing lists for the periodic distribution of transit schedules and fee information;

Responds to inquiries and requests for information by telephone, mail and e-mail;

Submits recommendations for the improvement of procedures and the solution of administrative problems;

Utilizes electronic data processing equipment in the performance of work assignments;

Assists with office mailings;

May maintain listings of schedules and fees on the UCAT website;

May speak with office callers, reporters, salespersons, etcetera, and furnish general information about UCAT functions and activities;

May represent UCAT by attending fairs, festivals and events to distribute brochures and public transit-related materials;

May maintain records and prepare reports for UCAT programs funded by public transit grants;

May perform payroll and time sheet recording duties for the Department.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of office terminology, procedures and methods; working knowledge of current windows-based and web-based office software applications; ; working knowledge of publicity principles, practices, terminology and methods; ability to prepare correspondence and reports; ability to acquire a knowledge of agency policies and procedures; ability to communicate effectively both orally and in writing; ability to meet and deal with the public; clerical aptitude; initiative; resourcefulness; tact; courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Business Administration, Secretarial Science, Marketing or a related field and one (1) year of full-time paid, or its part-time equivalent, clerical work experience; OR
- B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of full-time paid, or its part-time equivalent, clerical work experience; OR
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

Special Requirement: At the time of appointment, applicants must possess a valid New York State Driver license, and must maintain licensure throughout employment.

ULSTER COUNTY
5290 PT INF AST
Classification: Competitive
Grade: 10
Union: CSEA

Adopted: July 15, 2009