

Administrative Support

Minimum qualifications for this position are experience in customer relations, computer skills, general marketing, general office procedures and familiarity with Missoula.

All new employees shall serve a six-month probationary period from the date of hire, or completion of training, whichever is applicable. This probationary period shall constitute a trial period during which Mountain Line is to judge the ability, competency, fitness, behavior, and other qualifications of a new employee.

Job offering is contingent on the successful completion of:

- Driver's license check.
- Reference check.
- Criminal background check.

The Administrative Support position is not a safety sensitive position.

Wage: \$12.50 - \$13.75 per hour - Depending on experience

Employee Benefit Summary

1. Subsidized Health and Dental Insurance for employee and family.
2. 10 paid Holidays and 1 floating holiday.
3. 12 paid sick days per year (entitled to sick leave with pay after 3 months continuous employment). Pro-rated for part-time employees based on hours worked.
4. 15 paid vacation days per year (entitled to vacation leave with pay after 6 months continuous employment). Pro-rated for part-time employees based on hours worked.
5. Participation in the 401(a) retirement program.
6. Performance incentives.
7. Free transportation on all scheduled revenue service lines operating within the District for the employee, their legal spouse and dependent children up to age 18.
8. Use of employee assistance program when needed.

All other questions can be addressed during the interview process.

Missoula Urban Transportation District Job Description

JOB TITLE: Administrative Support

Position Function: The person in this non-exempt position serves as a contact for visitors and callers to the office and assists in the administrative department. Under the supervision of the Administrative Office Supervisor, position performs reception, clerical, and administrative duties in support of Mountain Line. Administrative department responsibilities include ensuring customer satisfaction and providing prompt, courteous, and efficient customer service in the performance of job duties, support with marketing program, updates of website and social media systems, entering data into the accounting and vehicle maintenance systems.

JOB DUTIES AND RESPONSIBILITIES:

- Public Relations
 - Projects a positive image of Mountain Line to the public, using effective public relations skills.
 - Exhibits friendliness and patience toward and consideration of Mountain Line employees, passengers, vendors, and the general public, including during adverse circumstances.
 - Possesses an awareness of and ability to effectively deal with diversity among people, including disabilities among passengers.
 - Serves as an informational resource and advocate concerning the Mountain Line system and the Missoula area.
 - Provides passengers with accurate information or refers them to an appropriate source.
 - Presents a neat appearance and competent manner.
 - Demonstrates enthusiasm for her/his work.
 - Exhibits good work habits, including attendance and punctuality.

- Reception backup
 - Answers multi-line telephone system; responds to inquiries by providing route, schedule, and other information; takes messages; relays call and/or messages to appropriate personnel; and records information from the public regarding commendations or complaints.
 - Greets visitors to the office and assists them as necessary.

- Administrative Duties
 - Monitors radio, relays or responds to requests for information and assistance from operators and service supervisors. In the event of emergencies, monitors radio and coordinates information routing.
 - Assists General Manager with appointments and special projects.
 - Distributes approved media releases in coordination with General Manager.

- Attends MUTD Board meeting and prepares meeting minutes.
 - Prepares operator and maintenance employee performance evaluation packets on a monthly basis.
 - Provides support for Mountain Line pass program, including pass sales and marketing to employers and the public.
 - Provides support for the implementation of the Mountain Line marketing program.
 - Participates in community outreach events.
 - Updates information on Mountain Line website and social media systems.
 - Compiles data for monthly ridership reports.
 - Provides backup for office personnel as needed, including during system emergencies.
 - Works as a team member and fosters team spirit with coworkers.
 - Improves skills on a continuous basis by using training aids, attending seminars or classes, or utilizing other formats.
 - Assists other staff members with projects as needed
 - Maintains Board of Director Records.
 - Serves as primary backup to the Customer Service Representative position and coordinates ongoing daily duties with this individual including recording cash transactions, preparing deposits, entering ridership and farebox information into computer, selling bus passes, delivering schedules and passes, scheduling DOT physicals and preparing correspondence and identification cards for paratransit and reduce fare eligible passengers.
- Accounts Payable
 - Maintains accounts payable vendor files.
 - Enters accounts payable invoices, credits and payments into computerized accounting system.
- Accounts Receivable
 - Maintains accounts receivable customer files.
 - Enters accounts receivable invoices and payments into computerized accounting system.
- Cash Receipts
 - Maintains cash receipts journals.
 - Enters cash receipt information into computerized accounting system.
- Vehicle Maintenance Software System
 - Enters information into computerized parts inventory and vehicle maintenance software.
 - Enters fuel usage on a daily basis.
- General Clerical
 - Maintains hard copy and electronic administrative filing systems.
 - Opens and disperses incoming mail and prepares outgoing mail, including board mailings.
 - Performs various clerical duties such as word processing for administrative staff,

- and maintaining mailing lists.
 - Copies materials as requested.
 - Monitors and restocks paper supply in office machines.
 - Monitors and maintains office supply levels and coordinates reorder.
 - Monitors postage meter; requests funds to replenish.
 - Oversees office equipment for necessary repairs.
 - Changes network backup tape on a daily basis.
 - Checks information on the company bulletin board on a daily basis.
 - Monitors office appearance and performs light cleaning when necessary
- The person in this position performs other job-related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of accounting principles and practices.
- High school graduation and one year of related work experience, or an equivalent combination of education and experience.
- Knowledge of applicable laws and regulations affecting public transit; and an understanding of the social and political complexities of public transportation systems.
- Working knowledge of business office practices and procedures.
 - Ability to perform general office duties.
 - Fast and accurate keyboarding skills.
 - Professional telephone skills.
 - Experience working with the public.
- Skill in the operation of personal computers and the ability to attain working knowledge of Microsoft Office Professional software and in-house data base programs within six months of hire.
- Skill in the use of standard office equipment, including multi-line telephone system, radio system, and copy machines.
- Knowledge of marketing practices.
- Excellent oral and written communication skills including demonstrated ability to:
 - communicate directly and effectively, both orally, and in writing, with a variety of individuals including co-workers, supervisors, and passengers.
 - Effectively handle telephone calls.
 - Accurately relay messages and convey information to others.
- Excellent interpersonal skills including demonstrated ability to:
 - Work cooperatively and effectively with others.
 - Treat all people with dignity and respect.
 - Interact with people in a pleasant manner under routine or stressful conditions.
 - Accepts, acts upon, and offers constructive criticism.
- Excellent conflict resolution skills, including willingness to take responsibility for own part in communication breakdowns.
- Ability to organize and prioritize tasks, to effectively handle multiple tasks simultaneously, to work independently with minimal supervision, and to maintain confidentiality.
- Ability to understand and follow all pertinent Federal, State, and local laws, codes,

- and regulations including administrative and departmental policies and procedures.
- Ability to follow instructions and to adhere to company policies and procedures.
- Demonstrated good work habits, including attitude, attendance, and punctuality.
- Familiarity with Missoula and ability to learn the geography of the City, including landmarks, streets, businesses, medical facilities, and community centers.
- Possession of a current valid Montana State Driver's License.
- Must be able to report to work on short notice when needed.

WORKING CONDITIONS:

Work is primarily performed in an office environment. The person in this position must be able to perform the essential functions of the position, with or without reasonable accommodation(s). The person in this position must be able to perform job duties requiring the ability to stand, sit, walk, bend, and reach; and to move equipment and/or supplies weighing up to 25 pounds on an occasional basis. The person in the position must be able to communicate effectively, both orally and in writing; to operate standard office equipment, including telephone, TDD machine, typewriter, calculator, and computer equipment; and to operate a District vehicle used to perform duties such as delivering schedules and tickets to outlets, and picking up and delivering passengers to the appropriate destination. Position may require alteration of scheduled hours or days off as necessary.

PERSONAL CONTACTS:

- Works under the direct supervision of the Administrative Office Supervisor and is indirectly supervised by the Business Manager and General Manager.
- Works closely with administrative team members.
- Maintains daily contact with passengers and non-customer public.
- Maintains daily contact with administrative staff and service supervisors.
- Maintains frequent contact with bus operators, maintenance employees, and Board members.

Revised 1/12