

Nature of Work

Position performs responsible secretarial and general administrative work for the Director of Communications and Customer Service, the staff of the division and the Citizen Advisory Committee. Work requires the application of independent judgment based on considerable knowledge of the functions of the Communications and Customer Service Divisions and the work preferences of the Director of Communications and Customer Service. Work requires concentrated attention to prevent errors, which if not detected, could result in significant losses of time or money. Work and information handled may, at times, require complete confidentiality and the exercise of discretion. Work involves verbal and/or written communication with management, labor groups, elected officials and persons from the business community. Position also provides administrative support for the Director of Human Resources. Act as Employee Transportation Coordinator for Spokane Transit.

Supervision Received

Position receives direction from the Director of Communications and Customer Service and Director of Human Resources and Labor Relations.

Supervision Exercised

None.

Essential Functions

- Act as the confidential assistant to the Director of Communications and Customer Service and Director of Human Resources; and perform secretarial and clerical duties for division staff.
- Support Chief Executive Officer when Clerk of the Board is unavailable.
- Compile and assist Director in the preparation and monitoring of the budget for the Communications and Customer Service Division.
- Independently meet the public; answer inquiries requiring knowledge of organization policies, procedures and activities, or direct them to proper offices. Make appointments and keep schedule for the Director of Communications and Customer Service and Director of Human Resources. Disseminate to department heads and other responsible staff division policies and procedures promulgated by the Director of Communications and Customer Service and Director of Human Resources.
- Type correspondence, reports, and other materials. Independently compose, sign and mail routine correspondence or other documents essential to ongoing daily operations.
- Maintain detailed spreadsheets and status reports for Communications and Customer Service department projects.
- Acts as liaison for the department with internal and external customers.
- Oversee coordination of internal events and luncheons, including quarterly All Employee Meetings, and annual Awards Banquet.
- Carry out special projects and administer some programs for the department. Special projects and programs may include coordinating and assisting with workshops, preparing internal promotional materials, preparing presentations, assembling large reports, coordinating awards programs, assisting with agency advertising and overseeing customer service uniform program.



Position Description

Executive Assistant – Communications & Customer Service

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- Committee Chair for state-required Commute Trip Reduction (CTR) program, responsible for achieving CTR goals.
 - Frequently proof, edit, and prepare materials (both public and confidential) for presentation to STA Board and committees.
 - Responsible for coordinating assigned committees, most notably the board-mandated Citizen Advisory Committee (CAC), including facilities coordination, the timely compilation, writing and processing agenda items; preparing packets and arranging for their distribution to committee or Board members, staff and appropriate individuals; distributing applications for and processing CAC member candidates, and providing committee or Board meeting items to the Clerk of the Authority for inclusion in monthly Board packets. Take and transcribe minutes of committee and staff meetings and maintain meeting records.
 - Provide clerical support and maintain Director of Communications and Customer Service's confidential correspondence, technical files, and provide e-mail management. Provide administrative assistance in support of Director's role in monitoring the performance of the Communications and Customer Service Department.
 - Attend and participate in senior staff and Executive Assistant meetings.
 - Coordinate and make travel arrangements and meeting registrations for Director and other Communications and Customer Service division staff.
 - Take and transcribe minutes of grievance hearings at the second level.
 - Assist with complaint processing, legislative research and customer questions about public transportation.
 - Control memo system for the Communications and Customer Service Division.
 - Schedule meetings/notifications as needed.
 - Plan and arrange own work, follow established procedures, and refer unusual matters to the Director of Communications and Customer Service and Director of Human Resources.
 - Provide excellent customer service to all customers both internally and externally.
 - Display and practice STA's core values in the workplace.
 - Represent Spokane Transit in professional and positive light to the community.
 - Must be punctual, reliable, and maintain regular attendance.
 - Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.
 - Other duties as assigned.

Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in accident prevention program, safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor or safety committee representative or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.



Position Description

Executive Assistant – Communications & Customer Service

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- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

Minimum Requirements

Training and Experience

Five years of progressively more responsible clerical and secretarial work experience. Vocational or business education may be substituted on a year for year basis for up to two years of the required work experience.

Physical Requirements

The physical activity of position requires the ability to stoop, reach, and perform repetitive finger motion and talk. Must be able to hear well enough, with or without correction, to receive detailed information through verbal communication. Exert up to 10 pounds of force occasionally and/or a negligible amount of force constantly to move objects. Visual acuity to determine depth and field of vision. Repetitive motions of wrist, hands and/or fingers.

Computer Skills

Proficient within the Microsoft environment utilizing Word, Excel, PowerPoint and Outlook. Ability to keyboard proficiently while retaining accuracy with spelling, numbers, and grammar.

Selection Factors

- Considerable knowledge of modern office practices, procedures, machines and of business English and arithmetic.
- Knowledge of modern office management techniques.
- Ability to learn rapidly the activities, policies and procedures related to the duties and responsibilities of the Director of Communications and Customer Service.
- Ability to keep complex records, compose correspondence and perform routine office management details without referral to the Director of Communications and Customer Service.
- Ability to establish and maintain good public and employee relations.
- Ability to accurately take verbal and/or recorded dictation and to accurately transcribe such dictation.
- Ability to attend scheduled evening meetings as required.
- Ability to present neatness, pride, conscientiousness and care in work product.

Wage

Salary as provided for in the STA Salary and Compensation Policy.



Position Description **Executive Assistant – Communications & Customer Service**

AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

Acknowledgement

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Date

Employee Signature