

Community Transit of Watertown/Sisseton, Inc.
Job Description
Equal Employment Opportunity Employer

Job Title: Secretary
Reports To: CTWSI Co-Directors/Director
Position: Full Time or Part Time
Beginning Salary: \$10.00 an hour
FLSA Status: Nonexempt

General Statement of Duties

Provide clerical and reception duties; dispatch vehicles for passenger trips.

Duties and Responsibilities

- Answer a high volume of calls and maintain a rapid response rate according to agreed standards.
- Log information on calls received into the computer software program and schedules the passengers and routes out to the drivers.
- File, send faxes, make copies, sort bills and other routine clerical tasks as assigned.
- Order and maintain relevant office supplies.
- Operate a variety of office machines, including a personal computer and a variety of computer software, phone, fax, calculator, shredding machine and photocopier machine and two-way radios.
- Perform reception duties in an efficient, professional and courteous manner.
- Gather statistics and complete reports.
- Tabulates donations and fares and makes bank deposits.
- Establish and maintain effective communication and working relationships with Transit staff, passengers and the public.

Job Requirements

- Basic knowledge of computer operations and programs, printers, calculator, photocopy machines, fax machine, telephone, shredder and two-way radios.
- Willingness to learn new computer programs and develop additional computer skills.
- Ability to work in a fast-paced environment completing multiple tasks.

- Ability to do basic math functions.

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- Maintain confidentiality of all work information.
- Demonstrates an ability to function successfully in a team environment.
- Exhibit courteous, compassionate and respectful treatment of internal and external customers.
- Clear speech and hearing.
- Ability to receive information, interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions.

Education and Experience

- High school diploma or general education degree.
- Basic computer knowledge and use of computer software programs such as Word, and Excel.
- Operational knowledge of various office machines.
- Ability to complete reports by writing and adding numbers.
- Ability to be punctual, organized and have efficient time management.

Certificates, Licenses, Examinations

- Valid South Dakota Drivers License
- Federal regulations require pre-employment, reasonable, suspicious, random, post accident and return to duty drug testing.

Physical and Environment Demands

- Sedentary work sitting most of the time at a desk and working on the computer, but may involve walking or standing for brief periods of time.
- Work in an environment with constant interruptions, changing priorities and multi-tasking.

Applicant Signature

Co-Director/Director Signature

Date

Date