

## SENIOR TRANSPORTATION INFORMATION ASSISTANT (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class operates a computerized reservation, scheduling, and dispatching system, the switchboard and/or radio as part of the Department of Transportation's information network system, or as part of the Para Transit system which is located in the Office for the Disabled, a division of the Office of the County Executive. Good communication skills are an essential requirement of this position and duties require proficiency in both Spanish and English, providing interpretive and information services. While supervision is not normally a responsibility of this position, incumbents may lead and guide other employees in unit operations as needed. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both Spanish and English;

Operates a computerized reservation, scheduling and dispatch system;

Receives and responds to all telephone inquiries regarding availability of accessible fixed route bus and Para Transit services;

Receives and responds to all TDD (Telephone Communication Device for the Deaf) inquiries regarding availability of accessible bus and Para Transit services;

Receives and responds to all calls for reservations for Para Transit service and determines eligibility using guidelines established by Federal and local government agencies;

Maintains and updates client files in a computerized system;

Gathers client information for trip requested and identifies which Para Transit vendor and/or "run" the requested trip should be assigned;

Schedules, confirms and/or cancels trips with vendors via the computerized system;

Maintains records, client files and logs of reservations;

Receives and records complaints and routes to appropriate personnel for resolution;

Generates reports from the computerized system including, but not limited to, dispatch sheets, schedules, driver records and client files;

Assists in reviewing and evaluating applications for Para Transit service; performs interviews of applicants to assess their overall needs and eligibility for Para Transit services;

Assists preparing correspondence, reports, records and other documentation relating to an individual's application for service;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May participate in training new employees to orient them to Para Transit operations and the computerized reservation system;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the techniques of placing and receiving telephone calls; good knowledge of office procedures, terminology and equipment; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; ability to convey information clearly, concisely and in good speaking voice to a telephone caller; ability to understand and follow oral and written instructions and data; ability to prepare written reports; ability to evaluate client needs in order to schedule the appropriate services; ability to read maps; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; accuracy; good judgment; reliability; tact; courtesy; clear and pleasant speech; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) two years providing information to the public either in person or on the telephone in areas such as customer services, transportation services, switchboard operation, direct sales, or a related field; or (b) two years in public transportation operations; or (c) a satisfactory equivalent combination of training and experience as defined by the limits of (a) and (b).

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.