

## STAFF ASSISTANT (PASSENGER SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for assisting in the supervision of Transportation Information Assistants located in the Transportation Department's division of Passenger Services. Responsibilities involve managing daily unit activities; receiving and responding to inquiries relating to service delivery; reviewing the output of the automated telephone information and trip planning system and advising management of required updates, additions, deletions or errors; reviewing and acting upon complaint reports, and scheduling staff to ensure adequate telephone coverage and service delivery. Supervision is exercised over Transportation Information Assistants and clerical support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Assists in supervising and managing Transportation Information Assistants in providing information to callers requesting bus route and rail information and/or in receiving and responding to complaints;

Receives and responds to complex calls taken by agents by performing preliminary research into problems and either resolves complaints, or refers to supervisor for direction or resolution;

Reviews complaint reports, real-time traffic information data, service requests and other related reports; makes recommendations based on findings, and maintains records of actions taken to address and/or resolve problems or concerns;

Receives bus and rail service disruption reports from various divisions within the department and updates outgoing messages and/or informs Transportation Information Assistants of changes as required;

Reviews bus route and bus stop information generated by the automated telephone information and trip planning system and advising management of required changes;

Verifies the Automated Telephone Information and Trip Planning System reports;

Prepares weekly shift schedules and plans and schedules field visits for Transportation Information Assistants to ensure thorough knowledge of transit services;

Prepares daily and monthly reports on call activity, number of complaints received, and departmental response to general issues regarding service delivery, and resolution of problems;

Orders supplies and equipment as needed;

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

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the practices and techniques used in placing and receiving telephone calls to gather or provide information; good knowledge of modern office procedures, terminology and equipment; knowledge of methods used to research and investigate a complaint; ability to analyze and evaluate reports and data relating to the delivery of services; ability to communicate effectively, both orally and in writing; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to establish and maintain effective working relationships; ability to effectively use computer applications such as word processing, spreadsheets, calendar, e-mail and database software; other ability to plan and supervise the work of subordinates; ability to gather and analyze data and prepare or present clear concise reports and memoranda; good judgment; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High School diploma or equivalency and four years of experience providing information to the public in person and/or on the phone in areas such as customer services, transportation services, switchboard operation, direct sales or a related field.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Bachelor's Degree may be substituted on a year for year basis for each year of the above stated experience.

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

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.