

STAFF ASSISTANT (SPECIALIZED TRANSPORTATION SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Office for the Disabled, operates the Automated Reservation and Dispatching System to schedule paratransit services and performs other duties related to Paratransit services such as working with vendors to resolve scheduling issues; compiling rider information for statistical purposes; and responding to questions and/or problems regarding program services. Guidance and instruction may be provided to a small number of subordinates in area of assignment. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Operates a Computerized Reservation, Scheduling and Dispatching system to schedule Paratransit services;

Reviews routes established for ParaTransit transportation services to resolve scheduling problems and to keep abreast of any requests for change in service to enable proper and timely notification to user;

Receives and responds to inquiries regarding ParaTransit services and related programs;

Acts as liaison with involved agencies and vendors to respond to and resolve scheduling problems that effect the day-to-day operations of ParaTransit program;

Compiles and assembles statistical data for the preparation of reports;

Assists in the coordination of the operation of the computerized reservation system, APRSDS (Automated ParaTransit Reservation, Scheduling and Dispatch System);

Reviews computerized maintenance and informational databases to develop management reports for superiors;

Uses automated systems to maintain records of applicants or rider using ParaTransit or related services;

Assist in reconciliation of claims from vendors for the provision of specialized transportation services (ParaTransit Program);

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

May perform other incidental tasks, as required;

Attends meetings and conferences as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of transportation objectives and procedures as they relate to the provision of services; good knowledge of federal, state and local regulations governing transportation services provided to people with disabilities; familiarity with the routes and services of all public transportation systems and programs provided by the County; familiarity with the widely varied needs of the disabled as they relate to transportation services; ability to identify critical factors affecting an individual's disability and its effect on their ability to use public transit ability to gather and analyze relevant data; ability to prepare detailed written reports; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; ability to effectively use computer applications such as word processing, spreadsheets, email and database software; resourcefulness; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High School or equivalency diploma and four years of experience where the primary function of the position was in transit operations or as a travel trainer or job coach for the disabled

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to three years 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 accredited and recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.