

## TRANSPORTATION INFORMATION ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this position are responsible for gathering, maintaining and disseminating detailed transit and real-time traffic information such as routes, schedules and fares for travel to, from, or within Westchester County by automobile, bus or rail. Recording of complaints regarding transportation services and conducting investigations in response to routine service complaints are also responsibilities of this position. Incumbents must be able to work nights, weekends and holidays and be on call in case of emergencies. Supervision is not a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Receives and responds to telephone inquiries regarding availability of bus and rail service, schedules, transfer points and fares;

Gathers real-time traffic and transit information from various sources;

Plans trips by shortest possible route and fare from point of origin to point of destination by bus or rail upon request by telephone;

Provides verbal and written traffic updates to agencies and the general public;

Travels periodically on bus routes as assigned to become familiar with and/or keep abreast of bus routings, bus stops, railroad stations, subway lines, landmarks and other frequently visited points of interest;

Receives, records, and investigates complaints; under supervision may respond to routine problems verbally or in writing;

Prepares correspondence indicating results of investigations;

Maintains records of traffic and transit conditions, accidents, complaints and related matters;

Handles requests for and mails timetables, maps and other pertinent material to the public upon request;

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

May perform other incidental tasks, as required.

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 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 of findings regarding complaints; ability to select optimum route from information presented in a transportation manual; ability to read maps; ability to use computer applications 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 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) one year of experience where the primary function of the position was providing information to the public both in person or on the phone in areas such as customer services, transportation services, switchboard operation, direct sales, or a related field; or (b) one year of work experience in the public transportation field.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted for the one year of required experience.

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

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