

Ventura County Transportation Commission
Job Description

Receptionist/Secretary

Definition

Under direct supervision, in English and in Spanish, provides information in person, over the telephone, and via e-mail for services and programs monitored or managed by the Agency; routes and directs calls and visitors; responds to basic information requests; performs general office administrative support duties; and does related work as required.

Distinguishing Characteristics

This single-position classification reporting to the Clerk of the Board/Public Information Officer has primary responsibility for answering and routing phone calls to the Agency's main telephone numbers and performing office administrative support duties. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes are learned. It is distinguished from customer service classifications in that the latter has significantly more customer contact.

Typical and Important Duties

Duties may include, but are not limited to, the following:

- Serves as the Agency's receptionist; answers the telephone and assists visitors; provides information about the Agency, transportation services, and a variety of program policies and procedures.
- Performs a variety of office administrative tasks, such as copying rider alerts; opens and distributes mail; makes copies, distributes, and files faxes; distributes payroll and other checks; prepare packages for shipping; prepares packets for mailing of schedules to all applicable agencies; prepares Rideshare guides; copies and distributes a variety of agendas; supports poster contest; types routine correspondence and other materials; assists others with filing.
- Schedules and coordinates meetings, phone calls, and conferences; makes travel arrangements.
- Assists customer service staff by answering questions regarding bus schedules, bus routes, Metrolink schedules, fares for county and city buses, and bus pass information; assists patrons in reading and understanding schedules, routes, and how to navigate Go Ventura transit website and for such programs as Dial-A-Ride, commuter assistance, Guaranteed Ride Home, Park N' Ride, and Metrolink.
- Assists walk-in, over the telephone, through U.S. mail, or e-mail patrons with Smartcard bus pass sales, explaining the pass program, including types of passes and what they can be used for; recharges cards as appropriate.
- Handles cash, checks, credit-card receipts, and fare-instrument inventory according to policy; balances cash drawer; verifies all remote passes processed overnight;

completes end-of-day sales reports for credit card machine, DAR, remote sales, and action list; prints and distributes such reports.

- Counts tokens upon receipt, matching tokens to invoice numbers; processes VISTA tokens to private and public agencies to distribute to employees and clients.
- Logs in outlet funds daily; enters funds into correct account by date each month.
- Orders supplies through on-line source; takes weekly inventory; and distributes supplies; maintains breakroom by restocking condiments and supplies, cleaning coffee pots, and wiping tables and counters.
- Handles customer service issues; refers the more difficult customer service issues to appropriate staff.
- Performs other related duties and responsibilities as assigned.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: One year experience in customer service or general office that included receptionist duties. Fluent in speaking and writing both Spanish and English is required; and multilingual abilities are desirable.

Training: Equivalent to graduation from high school supplemented by coursework in business or communications.

Job-Related Qualifications

Knowledge of:

- Correct English usage, spelling, grammar, and punctuation.
- Fundamentals of office administrative procedures, including equipment and filing systems.
- Principles and practices of good customer service.
- Techniques for dealing effectively with the public, contractors and staff, in person and over the telephone.
- Procedures and techniques for proper cash handling.
- Basic arithmetic.

Ability to:

- Learn, and follow customer service policies and procedures including those applicable to ticket and pass sales.
- Learn and effectively use new computer-based systems and programs.
- Explain and interpret a variety of policies.
- Verify and check files and data.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical computations.
- Balance and reconcile data and daily sales totals including cash, checks, credit-card receipts, and fare-media inventory.

- Communicate effectively in English and Spanish in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Maintain composure when dealing with the public in stressful situations.
- Apply a customer service orientation when addressing and resolving complaints and other issues of concern to customers in a tactful and courteous manner.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Represent the Agency effectively in contacts with the public and sales outlet staff occasionally in situations where relations may be difficult or strained.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner adhering to correct Agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer and associated applications.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver's license may be required.
- Maintain a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills, abilities, and work environment:

Physical Skills: Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit for prolonged periods; stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; work protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

Work Environment: Mobility to work in a typical office setting.

Approved:	February 2010
Revision Dates:	December 2009
Former Titles:	
Status:	Non-Exempt/Administrative
ADA Review:	
DOT:	No
Physical:	No