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ADMINISTRATIVE ASSISTANT

DATE
May 2019

DEPARTMENT
Administration

GENERAL

Position is responsible for providing administrative support to the AMTRAN management team. Additional duties include secretarial duties for the AMTRAN Board as well as marketing and clerical activities. Oversight of the Trolleyworks building, and functions held there.

REPORTING

Position reports directly to the General Manager of AMTRAN.

WORK HOURS

Position is 40 hours, 5 days a week. Hours in excess of 40 may be required on occasion. (See AMTRAN's Compensatory Time Policy.)

DUTIES

- Serves as a liaison with Workers' Compensation, which includes completing claims/reporting forms, filing, scheduling medical appointments, compiling/maintaining physician panel, and coordination of light duty work.
- Provides oversight for Senior Citizens, Half Fare, and Paratransit Programs, which includes processing applications and renewals, typing identification cards, contacting various human services agencies and doctors' offices, maintaining databases and supplies, conducting surveys and reviews, complaint management, meeting with Blair Senior Services.
- Assists in the implementation of marketing and planning activities.
- Provides assistance in public relations including such activities as school presentations, employee newsletter and other activities as assigned.
- Coordinates uniform supplies between vendors and appropriate departments, which includes providing samples, placing orders, maintaining allowance balances.
- Attend monthly Board meetings, which includes setting up meeting room, making coffee, recording and transcribing meeting.
- Scheduling of various employee and new hire tests and appointments, such as physicals and functional capacity tests, flu shots, etc.

- Planning company events such as company picnics, Christmas parties, company meetings, etc.
- Making lodging and other travel arrangements for staff to attend conferences, trainings and retreats, including for the SAFTI pool.
- Maintaining vending and supplies in employee lounges.
- Oversight of Trolleyworks, which includes maintaining calendar, overseeing cleaning company, setting up conference room, maintaining supplies, organizing trainings with outside organizations, coordinating caterers when needed, scheduling and overseeing window cleaning and lawn care.
- Various administrative duties, which includes typing, filing, answering the phone, assisting walk-in customers, preparing surveys, forms and documents that are appropriate as directed, processing mail, maintaining and purchasing office supplies, archiving press coverage.
- Cross training with the Accounting Assistant on tasks such as Accounts Payable processing, Accounts Receivable processing, counting money, Payroll processing, etc.
- Performs other duties as required and assigned.

RESPONSIBILITIES

- Maintenance of personnel files.
- Accurate and timely completion of assigned duties.
- Promotion of positive public image of AMTRAN.

SKILLS, KNOWLEDGE AND ABILITIES

- Thorough knowledge of or ability to learn departmental functions and AMTRAN organization.
- Knowledge of or ability to learn Labor Contract.
- Knowledge of English grammar, spelling, and punctuation.
- Ability to communicate, verbally, and in writing with individuals or groups.
- Software skills for frequent use of Microsoft Word and Outlook, occasional use of Microsoft Excel and Access and Print Shop.
- Tact in dealing with telephone callers and the general public.
- Knowledge of office procedures.
- Thorough knowledge of or ability to learn AMTRAN routes/schedules and operating procedures.
- Ability to receive and follow directions.
- Ability to use a personal computer.
- Ability to cooperate with fellow employees.
- Ability to learn and keep up to date with ADA regulations.

EDUCATION AND TRAINING

The minimum educational requirement for this position is a high school diploma or equivalent. Additionally, the incumbent should have taken business courses or demonstrate proven experience in computer skills and typing. Must have

strong oral and written skills and proven ability to communicate with the public and all staff.

SPECIAL REQUIREMENTS

- Must have a current, valid Pennsylvania driver's license.
- Must be able to maintain confidential information.

SPECIAL EQUIPMENT

- Adding machine/calculator
- Postage machine
- Personal computer & printers
- Photocopier/facsimile machine
- Digital voice recorder

PHYSICAL EFFORT

The office functions may require standing, bending and stooping, but these are not continuous or extended activities. Occasional lifting of up to 25 pounds may be required.

WORKING CONDITIONS

This is an office position in a controlled climate building. Some duties may require working under time constraints. Other duties may require travel to another location, or they may be performed in the garage, Trolleyworks, courtyard or grounds area of the Authority.