



Operations Assistant Position Opening

Reporting to the Transit Services Manager (TSM), the Operations Assistant provides administrative support to the Operations department and conducts a variety of operational administrative tasks including data entry and tracking, filing, and project-based assigned work. The Operations Assistant also provides back-up support to the Customer Service and Dispatch teams as required.

The ideal candidate is:

- A great communicator with strong follow through
- Able to take on a variety of projects and shows strong initiative
- Excellent with customer service and provides friendly assistance
- Self-motivated, dependable, and responsible
- Able to fill-in to dispatch or drive, with a valid driver's license
- Able to maintain a professional and courteous demeanor at all times

Responsibilities:

- Conducts data entry in various operations spreadsheets/software including purchase order tracking and deductions.
- Tracks budgets to ensure adherence for responsible divisions and departments
- Provides various duties for the operations department
- Manages incoming mail
- Manages bus pass inventory
- Primary point of administrative contact for internal and external inquiries for the Operations Department
- Provides daily and monthly reports to TSM
- Provides exceptional customer service to internal and external customers that is timely, respectful, and thorough
- Supports Customer Service department by providing back up phone support, and administrative support, as required
- Supports Dispatchers and Road Supervisors by providing back-up phone support, and administrative support, as required
- Aids staff in the event of emergency per documented procedures, communicating delays from operations staff
- Communicates professionally, timely, effectively and with courteous demeanor with TSM, customer service staff, and partners
- Takes all staff issues or concerns to the TSM immediately
- May assist with responding to comments, complaints, and suggestions regarding the shared vehicle users; ensures the Authority responds to comments and complaints in a timely manner
- Ensure timely processing of all requisitions, purchase orders and invoices for the department using licensed software
- Ensure performance reports are updated and accurate before dissemination
- Dependable and able to stay on task with multiple interruptions
- Others duties as assigned



Minimum Qualifications:

- High school diploma or equivalent
- Technical or vocational school a plus
- Two (2) years' experience in customer service or business operations; transit customer service experience a plus
- Ability to communicate clearly and effectively with VRT staff and contracted agency personnel
- Must be able to learn and retain training on scheduling software
- Must be capable of performing multi-task duties with frequent interruptions
- Intermediate Office suite computer skills
- Must be able to follow instructions and understand Authority policies and procedures
- Must be able to use good judgment and make sound decisions in stressful situations
- Good interpersonal skills
- Valid Idaho driver's license, CDL preferred
- Must be able to understand vehicle maintenance requirements and the ability to determine requirements based on manufacturer's publications
- Must have clean driving record (no more than 3 points) for no less than the past three years and no felony vehicle related incidents
- Ability to speak, write, and understand English
- Strong verbal and written communication skills

Starting Salary/Wage:

\$17.00 per hour

Location:

Meridian, Idaho

Work Hours:

8:00am-5:00pm; work hours may vary depending on organizational needs

Employment Type:

Full Time

Valley Regional Transit is an equal opportunity employer.

Apply to this position here: [Indeed Posting - Operations Assistant](#)