



Montachusett Regional Transit Authority

Job Description

Position Title: Administrative Assistant

Department: Brokerage

Reports to: Executive Director

Revision Date: 05/27/2022

Employment Status: Full-time, 37.5 hours per week, at minimum

Comp Grade: 4

Work Hours: 8:30 AM – 4:30 PM

FLSA: Non-Exempt

Position Summary: This role supports the Executive Director and the senior management team of the Brokerage by handling administrative tasks. Additionally, it serves as the primary point of contact for all office visitors. The Administrative Assistant will manage and maintain/handle office tasks, provide polite and professional assistance via phone, mail, and email, and generally be a helpful and positive presence in the workplace. To be successful in this position, you should be professional, polite, and attentive while also being accurate. You should always be prepared and responsive, willing to meet each challenge directly. The role requires proficiency with computers, general office tasks, and excellent verbal and written communication skills.

Essential Functions/Position Responsibilities:

- **Administrative Support:** Acts as the administrative point of contact between the management team and internal/external clients. Provides support to ensure efficient operation of the office, handles executives' requests and queries appropriately and in a timely manner, and carries out duties such as filing, typing, copying, binding, and scanning.
- **Meeting Coordination:** Organizes and coordinates executive meetings, prepares agendas, takes meeting minutes, and follows up on action items. Arranges logistics for board meetings, committee meetings, and other events, ensuring all necessary materials and resources are available.
- **Office Management:** Maintains an organized and efficient office environment, manages office supplies and equipment, and ensures confidential and sensitive information is handled with the utmost discretion.
- **Communication and Liaison:** Serves as a liaison between the Executive Director and internal/external stakeholders, fosters positive relationships, ensures effective communication, and assists in the preparation and dissemination of communications, including newsletters, announcements, and press releases.
- **Project Assistance:** Provides support on special projects and initiatives, conducts research, compiles data, and assists with project management tasks as required. Monitors and tracks project timelines, ensuring deadlines are met and deliverables are completed.

Qualifications:

- **Education:** High School Diploma or equivalent required or a related field is preferred.
- **Experience:** Minimum of one year of related administrative experience. Experience in a transportation or public service organization is a plus.
- Must maintain confidentiality of PHI & HIPAA. Reliable means of transportation.

Skills:

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software.
- Excellent verbal and written communication skills, interpersonal and customer service skills, organizational skills, and attention to detail.
- Basic understanding of clerical procedures and systems such as recordkeeping and filing.
- Ability to work independently and collaboratively in a fast-paced environment.
- High level of professionalism, discretion, and confidentiality.

| PHYSICAL REQUIREMENTS | RARELY (15%) | OCCASIONAL (15%-40%) | FREQUENT (40% - 70%) | CONTINUOUS (OVER 70%) |
|--|-------------------------|---------------------------------|---------------------------------|----------------------------------|
| Ability to work closely with diverse group of people | | | | X |
| Regular, predictable attendance | | | | X |
| Ability to sit for extended period | | | | X |
| Use of hands and fingers to operate telephone and computer | | | | X |
| Moderate noise | | | X | |
| Hearing | | | | X |
| Dusty Environment | | X | | |
| Exposure to Fumes/Odors | X | | | |
| Exposure to Heat/Cold Temps | | X | | |
| Climbing Stairs | | X | | |
| Walking | X | | | |
| Stress | | | X | |
| Standing | | X | | |
| Stooping | | X | | |
| Bending | | X | | |
| Climbing Ladder | X | | | |
| Twisting Neck | | | X | |
| Bending | | X | | |
| Reaching/Pulling/Pushing | | X | | |
| Lifting 10 lbs. or less | | X | | |
| Lifting 40 to 50 lbs. | X | | | |
| Driving | | X | | |
| Specific Vision Abilities- close vision due to computer work | | | | X |
| Color Vision – Ability to identify and distinguish colors | | | X | |

| COGNITIVE REQUIREMENTS | RARELY (15%) | OCCASIONAL (15%-40%) | FREQUENT (40% - 70%) | CONTINUOUS (OVER 70%) |
|---|-----------------|-------------------------|-------------------------|--------------------------|
| Communication Oral | | | | X |
| Communication Written | | | | X |
| Interpreting Skills | | | | X |
| Implementing | X | | | |
| Evaluating | | | | X |
| Organizing | | X | | |
| Consulting | X | | | |
| Analyzing | | X | | |
| Presenting | X | | | |
| Supervising | X | | | |
| Ability to Deal with Stressful situations | | | | X |
| Ability to Deal with Trauma, grief, death | X | | | |
| Ability to deal with Public Contact | | | | X |
| Decision making | | X | | |
| Work with Others | | | | X |
| Work Alone | | | X | |
| Concentration | | | | X |
| Comprehend and follow instructions | | | | X |
| Relate to Others | | | | X |
| Influence Others | X | | | |
| Perform complex or varied tasks | | | X | |