

## IMPERIAL COUNTY TRANSPORTATION COMMISSION

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**CLASS: OFFICE TECHNICIAN**

**TITLE: REGIONAL MOBILITY MANAGEMENT PROGRAM –  
STAFF SUPPORT SPECIALIST**

**BASIC FUNCTION:**

Under direction of an assigned supervisor, perform a variety of complex and responsible clerical duties requiring knowledge of the general policies, procedures, rules and regulations related to the functions of the Imperial County Transportation Commission (ICTC). The employee will also be responsible to provide administrative and outreach duties to support the ICTC Regional Mobility Management Program (RMMP), and all other ICTC programs.

This position is grant funded and is contingent on continued future grant funding. RMMP activities meet the program requirements in the grant agreements.

**ESSENTIAL FUNCTIONS:**

Acts as front/back office staff; presents a professional demeanor and appearance, answers incoming calls; receives and greets the public; takes messages; schedules meetings, conference calls and coordinates the calendar of the conference rooms

Provide specialized assistance and administrative support services to staff, public officials, and the public; provide clerical support at ICTC meetings and organizes records

Provides information regarding transit services to interested parties.

Assists RMMP staff with public outreach activities and bilingual (English/Spanish) communications

Coordinates meetings and sets up equipment for video and phone conferencing, and presentations using office computers and projector

Maintains office physical and electronic files; maintains electronic database of contacts

Assists with preparation of meeting notes and minutes and a variety of data reporting documents (i.e., spreadsheets), including letters and mailings; assure confidentiality of sensitive information

Assists with travel arrangements as needed

Attend meetings as required (during regular and/or extended business hours) to assist in the facilitation, and provide back-up support duties as necessary

Assist with the coordination of the Americans with Disabilities Act (ADA) Certification and Eligibility process which includes processing the applications within the required federal time limits, arranging and coordinating interviews with applicants, interacting with family members and medical care providers, submitting processed applications for final approval to senior staff.

Assist with the coordination of the ADA Certification and Eligibility database, as well as, confidential files. Maintain schedule for the recertification of persons deemed eligible at the

## **Office Technician RMMP – Continued**

appropriate time frames. Research and remove closed files. Process requests for ADA reciprocity. Maintains ADA eligibility denial list.

Assist with the coordination of the formal appeals process for denied applications with the Americans with Disabilities Act Advisory Committee (ADAAC)

Assist with the coordination of the ADA Reasonable Modification Request process. Prepare recommendations for senior staff to review and approve. Maintain database of requests for date, time, type and action.

Assist with the coordination of the mobility training through appointment based sessions with persons, including seniors and persons with disabilities using transit assets at the bus operations yards. Be familiar in the use of wheelchair ramps, wheelchair tie downs and various mobility devices.

Assist with the coordination of the presentations on transit services to social service, human service agency staff and their clientele, employers and other various organizations and related groups.

Assist with the identification of opportunities for coordinated and expanded transportation among transit providers, social service agencies, educational facilities and workforce development agencies focusing on the entire trip on not just one mode of service.

Respond to job duties related to transit coordination, eligibility, training or outreach with sensitivity, tact, compassion and confidentiality

Participate in training opportunities to remain current and knowledgeable of applicable laws and regulations related to specialized human service transportation and public transit services particularly for seniors and persons with disabilities through including but not limited to travel and attendance at conferences, workshops and seminars at Caltrans, the California Association for Coordinated Transportation (CalACT), Community Transportation Association of America (CTAA) and National Transit Institute (NTI).

Assist with research of mobility management programs in other areas to stay current on best practices and concepts of regional mobility.

Assist with the development of education programs, materials and other media including travel training and passenger materials.

Assist with updates to the ICTC, IVT, IVT Access, IVT RIDE and IVT MedTrans websites insuring timely and accurate information

Assist with the development and daily attention to social media for public transit services

Assist with documentation and maintenance of statistics on appointments, training sessions provided as well as attended, presentations and comments received to track effectiveness of regional mobility program

Assist with the preparation and maintenance of the RMMP annual grant documents and required

## **Office Technician RMMP – Continued**

reports, and other related transit compliance reports.

Performs related duties as required.

### **Education, Training and Experience:**

Bilingual abilities; speak, read and write (Spanish/English) is required for the Office Technician (Receptionist/Staff Support Specialist) position and any combination equivalent to:

- Graduation from high school and three years of responsible administrative support experience.

### **Ability to:**

1. Provide a professional positive customer service experience to everyone that visits or calls the office.
2. Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work
3. Maintain confidentiality for sensitive or personal information for all customers as appropriate to each agency
4. Work under supervision within a broad framework of standard policies and procedures
5. Understand the organizational structure and operations of ICTC and its respective member and partner agencies as necessary
6. Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs
7. Communicate effectively in English and Spanish, both orally and in writing
8. Operate modern office machines and equipment including video conferencing equipment, computers, printers, copiers, and FAX machines
9. Use word processing and spreadsheet computer software applications; record and transcribe minutes of meetings; gather and compile data; understand and carry out oral and written instructions; establish and maintain filing systems; and, meet assigned deadlines.

### **Knowledge of:**

- Modern office procedures, methods, and equipment including computer equipment and applicable software programs (i.e., Word, Excel, Access, PowerPoint, Outlook and Publisher)
- English and Spanish usage, spelling, vocabulary, grammar, and punctuation
- Principles and techniques used in providing customer service and dealing with the public
- Basic mathematical principles.

### **SALARY RANGE**

The annual salary range for the Office Technician is \$31,255 - \$41,885;

This is an FLSA Non-exempt at-will professional position

### **WORKING CONDITIONS:**

**Office Technician RMMP – Continued**

ENVIRONMENT: Professional office environment; operation of a passenger vehicle with a Class C driver's license (required).

PHYSICAL REQUIREMENTS: Dexterity of hands and fingers to operate computer; seeing to drive; hearing and speaking to receive information.

This is an at-will and non-exempt administrative support position. As described in the ICTC Personnel Policies and Procedures (Approved: 07-25-12), non-exempt means an employee whose position does meet the Federal Labor Standards Act (FLSA) and is therefore is compensated for overtime of authorized hours work in excess of the approved schedule.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents.

_____	_____
Employee Name (Please Print)	Date
_____	_____
Employee Signature	Date
_____	_____
Supervisor's Signature	Date