

# MEDINA COUNTY COMMISSIONERS

Job Description

Statistics Clerk

Transit



## SUMMARY

Under direction of the Operations Supervisor, the Statistics Clerk collects and maintains performance data from a wide variety of internal and external sources; compiles statistics for scheduling and budgeting purposes; reconciles cash flow reports; Provides data and information for the development of policies, procedures, and standards; Performs duties related to dispatching and driving; Assures cash handling systems operate properly; Records weekly fare box deposits; Reviews payroll sheets and records attendance.

## PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Compiles ridership, revenue, mileage and other operating statistics; Develops, updates, and maintains all relevant electronic spread sheets and other databases as required to support these reports. Calculates and compiles operational data; Records arrival and departure times for each pick-up and drop-off, identifies passenger cancellations and no shows, fare collection records, vehicle inspection reports, mileage, logs no-shows, late pickups, departure time of drivers;
- II. In the absence of the dispatcher, performs routine clerical, secretarial, dispatching, and administrative support in answering telephones, providing customer assistance, data processing, and record keeping; Answers telephones requesting passenger rides; schedules rides. Assists in compiling billing and statistical information for bills, reports, and payroll. Prepares documents related to paying bills.
- III. In the absence of a driver, ensures continued operation of transit service by operating a passenger/paratransit bus on fixed route and/or demand response basis. Transports, assists, and escorts passengers to and/or from their homes and other designated locations. Maintains scheduled route and trips as directed by dispatcher; Maintains records, logs, and reports including but not limited to arrival and departure times for each pick-up and drop-off, identifying passenger cancellations and no shows, fare collection records, vehicle inspection reports, mileage logs; May operate wheelchair lift and tie downs. Ensures safety of bus and passengers by enforcing rules of conduct and operation; Adheres to check-in and check-out times as scheduled; Performs pre-and post-trip vehicle inspections to identify damaged or defective equipment and performs minor maintenance; Enters all trip data on manifest as trips are performed; Completes daily report forms; Cleans vehicle. maintains time sheets for payroll; Schedules clients as needed.
- IV. In the absence of the Administrative Assistant, responsible for general secretarial support; maintains and updates filing system; enters and maintains data in proprietary spreadsheet and database programs; types general correspondences; Takes messages or fields/answers all-routine and non-routine questions from agencies and customers; Acts as a liaison between Transit Department and outside agencies; generates and assembles operational reports; assembles weekly billing pages. Reviews payroll sheets for accuracy of hours, accounts charged and pay rates; Assist in compiling billing and statistical information for bills, reports, and payroll. Maintains staff attendance records.

Class #: 12121C    Class Title: Statistic Clerk    Position Control #: 10446.0    Normal Working Hrs: 8 am to 4:30 pm

County of Employment: Medina    Working Title: Statistic Clerk    Pos # & Title of Supervisor: 54445C - Vehicle Operations Supervisor

V. Performs general department duties as assigned.

**Class Title/Position Number of Position(s) Supervised:**

**None**

Department Director: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_

Appointing Authority: \_\_\_\_\_

Date: \_\_\_\_\_

	<b>KNOWLEDGE ^ SKILLS ^ ABILITIES</b>	<b>PRINCIPLE DUTIES</b>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>(1) Dispatching procedures &amp; bus operations;</li> <li>(2) Accounts receivable practices;</li> <li>(3) Basic mathematical concepts;</li> <li>(4) Traffic laws rules involved in operating a passenger bus;</li> <li>(5) Street names &amp; locations*;</li> <li>(6) Customer service principles;</li> <li>(7) Medina County policies &amp; procedures*;</li> <li>(8) Medina County's Transit routes &amp; schedules*;</li> <li>(9) First Aide/CPR;</li> <li>(10) Money handling procedures;</li> <li>(11) Standard office methods &amp; procedures;</li> <li>(12) Computer software;</li> </ul>	<p>Operates passenger/paratransit bus;</p> <p>Compiles ridership, revenue, mileage &amp; other operating statistics;</p> <p>Develops, updates, &amp; maintains all relevant electronic spread sheets &amp; other databases;</p> <p>Identifies passenger cancellations &amp; no shows, fare collection records, vehicle inspection reports, mileage, logs no-shows, late pickups, departure time of drivers;</p> <p>Performs routine clerical, secretarial, dispatching, &amp; administrative support;</p> <p>Provides data &amp; information for the development of policies, procedures, &amp; standards;</p> <p>Assures cash handling systems operate properly;</p>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>(13) Effectively communicate in English, both orally &amp; in writing;</li> <li>(14) Deal with public in a courteous &amp; tactful manner;</li> <li>(15) Establish &amp; maintain effective working relationships;</li> <li>(16) Exercise good judgment &amp; problem-solving skills;</li> <li>(17) Computers &amp; related software applications;</li> <li>(18) Interact with people in a culturally diverse environment;</li> <li>(19) Perform mathematical computations &amp; handling money ;</li> <li>(20) Work independently with minimal supervision, as well as work within a team environment;</li> <li>(21) Administer First Aide/CPR;</li> <li>(22) Providing customer service;</li> <li>(23) Keyboarding;</li> </ul>	<p>Operates passenger/paratransit bus;</p> <p>Calculates &amp; compiles operational data;</p> <p>Identifies passenger cancellations &amp; no shows, fare collection records, vehicle inspection reports, mileage, logs no-shows, late pickups, departure time of drivers;</p> <p>Reviews payroll sheets for accuracy of hours, accounts charged &amp; pay rates;</p> <p>Maintains staff attendance records;</p> <p>Performs routine clerical, secretarial, dispatching, &amp; administrative support;</p> <p>Collects &amp; maintains performance data from a wide variety of internal &amp; external sources;</p> <p>Reconciles cash flow reports;</p> <p>Records weekly fare box deposits;</p>
<b>Ability:</b>	<ul style="list-style-type: none"> <li>(24) Set priorities &amp; work schedule, yet adjust to changes necessitated by last minute assignments &amp; deadline requests that may prove stressful;</li> <li>(25) Operate equipment in a safe manner, adhere to time schedules;</li> <li>(26) Understand/ follow oral &amp; written instructions in English;</li> <li>(27) Establish/maintain effective working relationships;</li> <li>(28) Communicate clearly &amp; concisely, both orally &amp; in writing;</li> <li>(29) Maintain accurate records;</li> <li>(30) Complete accurate &amp; timely written reports;</li> <li>(31) Seek clarification, ask questions when uncertain of expectations;</li> <li>(32) Work independently &amp; in a group;</li> <li>(33) Read, write &amp; make basic arithmetic calculations;</li> <li>(34) Administer first aide/CPR;</li> <li>(35) Use computer for word processing &amp; spread sheet programs for entering &amp; analyzing data;</li> </ul>	<p>Ensures passenger/bus safety;</p> <p>Operates passenger/paratransit bus;</p> <p>Calculates &amp; compiles operational reports;</p> <p>Identifies passenger cancellations &amp; no shows, fare collection records, vehicle inspection reports, mileage logs no-shows, late pickups, departure time of drivers;</p> <p>Reviews payroll sheets for accuracy of hours, accounts charged &amp; pay rates;</p> <p>Maintains staff attendance records;</p> <p>Performs routine clerical, secretarial, dispatching, &amp; administrative support;</p> <p>Compiles statistics for scheduling &amp; budgeting purposes;</p> <p>Reconciles cash flow reports;</p> <p>Records weekly fare box deposits;</p>

\*Learned after employment

## **MEDINA COUNTY POSITION DESCRIPTION ADDENDUM**

### **MINIMUM CLASS REQUIREMENTS**

- 1) High school diploma or GED.
- 2) Three (3) years of directly related accounting or bookkeeping experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- 3) Valid Ohio driver's license; ability to obtain Commercial Driver's License (Class C) with passenger endorsement or ability to obtain within one month of appointment and proof of adequate vehicle insurance.
- 4) Good knowledge of statistical analysis and data collection methods
- 5) Experience with spread sheets (Lotus& Excel) and other spread sheet training, and working knowledge of Windows XP.
- 6) No record of more than two total moving violations and/or accidents within the last three years.
- 7) No record of operating a vehicle while under the influence (OWI).
- 8) No serious accidents within the last five years.
- 9) No record of operating a vehicle while under the influence.
- 10) No record of revoked or suspended driver's license in last five years.
- 11) No record of hit and run accidents.
- 12) Meet DOT standards for Transit Drivers required by the USDOT.

### **COMPETENCIES / ESSENTIAL FUNCTIONS**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and on a 2-way radio.
- Sufficient visual acuity or other powers of observation, with or without reasonable accommodation, which permits the employee to operate a commercial passenger bus;
- Sufficient visual acuity or other powers of observation, with or without reasonable accommodation comprehend written work instructions and to review, evaluate, and prepare a variety of written documents and text materials.
- Regularly required to stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a commercial motor vehicle.
- Physical strength and agility sufficient to assist large, elderly and/or disabled individuals to and from a commercial passenger vehicle including utilizing extensive pushing, pulling, bending, stooping and lifting is an essential function of this position.
- Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from the general public.