



**Transit Operations Assistant**  
**Dutchess County Department of Public Works – Public Transit**  
**2024 Salary: \$43,408**

This is a provisional position in the Dutchess County Department of Public Works – Public Transit pending a future civil service exam. This position is responsible for the performance of operations of the Public Transit Division of the Department of Public Works. This incumbent will be part of the day-to-day operations of the Public Transit Division including but not limited to answering phones, data entry, and scheduling. As job familiarity increases, the employee will have leeway for completing work assignments independently under the prescribed procedures. The position requires the performance of various clerical functions and oversees and utilizes various computer-based operations systems. Due to the nature of the work, in accordance with FTA Regulations this position is considered safety sensitive and therefore covered by DOT drug and alcohol testing requirements. This position does not supervise other employees but may direct the work of aides, interns, temporary employees, and other lower-level employees. Days and shifts will vary, and incumbent must be able to work a flexible schedule including days, evenings and weekends.

**TYPICAL WORK ACTIVITIES:**

Processes records relating to such transactions, including applications, routine correspondence and database administration; Gathers collates, and summarizes information concerning a unit's programs or activities; Prepares, receives, reviews, and verifies documents including reconciliations; Performs data entry including entering customer information into scheduling software and recording complaints into database; Contacts other agencies and departments to gather routine information or to explain routine requirements for unit programs; Answers telephone inquiries, and checks and responds to telephone messages; Schedules rides on fixed, flex, Paratransit, Dial-A-Ride, and other transit services and processes applications for passengers; Recording complaints; Checks transit-related forms for completeness and accuracy; Sells bus passes and counts fare; Answers radio calls for drivers and gives directions when necessary; Development and manipulation of database or spreadsheet; Enters data into a database or spreadsheet and reconciles.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER:                   (A)     Completion of two years college credits (60 standard credit hours);
- OR:                         (B)     Two years of paid full-time general office work experience which involved public contact and keyboarding;
- OR:                         (C)     An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

**SPECIAL REQUIREMENT:**

Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.

Candidate may be required to possess a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain position.

**SPECIAL NOTE:** Applicant for positions that require driving a commercial motor vehicle (CMV) at any time will be required to undergo controlled substances and at our discretion, alcohol testing prior to employment and will be subject to further testing throughout their period of employment. Applicants will also be asked to sign forms for release of information from previous employers through the DOT Clearinghouse. Failure to provide authorization will result in the withdrawal of an offer of employment.

**FINGERPRINTING:** A fingerprint supported background investigation is required before an appointment is made to some positions. Pursuant to New York State Executive Law, the Division of Criminal Justice Services requires that a fee accompany each such request for a search. It is due once a job offer is made and accepted by the applicant.

**For immediate consideration, submit an application on or before 1/27/25**

Apply online at [www.dutchessny.gov/jobs](http://www.dutchessny.gov/jobs),

OR

Download an application from [www.dutchessny.gov/jobs](http://www.dutchessny.gov/jobs),  
and mail it to the Dutchess County Department of Human Resources,  
22 Market Street, Poughkeepsie, NY 12601

An EEO/AA Employer

Posted: 1/6/25