



Pupil Transportation Safety Institute
Moving School Transportation from Safe to Safer!

Job Title: Office Assistant		Position: Full Time
Reports To: Office Manager	FSLA: Non-Exempt	Date: <u>12/15/2022</u>

OVERVIEW OF PTSI:

PTSI is a 501(c)(3) organization committed to delivering to the school transportation community the highest quality training materials and support to allow its clients to exceed their respective safety missions. We are a leading provider of school transportation training resources to public and/or private organizations. PTSI provides a broad range of safety and management training services to school transportation carriers in New York and other states throughout the U.S.

PTSI's primary areas of service are:

- Consultation services for school districts and contractors.
- Program development and evaluative studies for state agencies.
- Training resources for school transportation managers, instructors, drivers, and students.

POSITION SUMMARY:

This position will provide general support services for management staff including, but not limited to typing, research, filing, communication management, data entry, , office machinery operations, mail services. This position manages phones, and messages; Coordinates sales processing, functions as on-line store merchant and provides fiscal support; Maintains and manages the work of the New York State Education Department (NYSED) Training Database.

EDUCATION, CERTIFICATION, LICENSE, EXPERIENCE and SKILLS REQUIREMENTS:

Education:

- High School Diploma or equivalent
- College degree in any related field (*Preferred, but not required*)

Experience:

- Two years of related experience
- Experience in school transportation (*Preferred, but not required*)

Skill Set:

- Effective planning and organizational skills
- Effective time management skills
- Effective office management and staff communication skills
- Ability to lift 50 pounds (weight of heaviest product to be shipped)

- Effective communication skills
- Positive customer relations and customer service skills
- Computer skills with ability to learn and use computer software as indicated by employer
- Demonstrated courteous, organized phone skills
- Listening and comprehension skills
- Ability to learn and use banking software as indicated by employer with accuracy staff support skills
- Ability to type 70-90 words a minute with limited errors typing skills
- Multicultural sensitivity and awareness skills
- Effective problem-solving, reasoning and creativity skills
- Flexibility, adaptability in managing multiple tasks and setting priorities skills

ESSENTIAL DUTIES & EXPECTATIONS:

Database: (50)%

- a. Maintenance of NYSED database including:
 - b. Process NPO's
 - c. Process NPC's
 - d. Process new SBDI paperwork
 - e. Research lost certificate requests
 - f. Create and process certificates
 - g. Process Delivery Agency Applications
 - h. Maintain course listings on PTSI website
 - i. Establish open line of communication with all SBDI's and MI's
 - j. Generate NYSED quarterly report
 - k. Manage changes to SBDI personal records within database
 - l. Oversee SBDI adherence to NYSED course guidelines

Sales – Product & Services: (25)%

- a. Process phone, mail and fax product orders and generate sales orders
- b. Create records for new customers
- c. Verify and update records for existing customers
- d. Function as an online store merchant
- e. Manage online store
- f. Manage inventory levels for product and shipping materials and order products as needed
- g. Assist with annual inventory
- h. Order products
- i. Pack and ship orders
- j. Process credit card payments on all product sales
- k. Invoicing for sales
- l. Maintain positive vendor relationships

Support Services: (25)%

- a. Answer phones and direct calls as needed to staff in a professional and timely manner

- b. Establish and maintain positive rapport with all public interfacing
- c. Contribute to maintenance of all in-house databases
- d. Open, sort and distribute all mail
- e. Provide typing, filing, and general office assistance to management and consultant staff
- f. Check organizational information line, emails and direct to appropriate staff for follow-up
- g. Provide in-house support as requested
- h. Create and maintain a current desktop reference guide
- i. Cross training other support services
- j. Perform additional duties as assigned

DIRECT REPORTS:

- This position reports to the Office Manager

REPORTING PROCESS:

- A documented activity/progress report (including budget detail when appropriate) shall be submitted to the immediate supervisor as requested

PERFORMANCE REVIEW PROCESS:

- A performance appraisal shall be conducted quarterly during the first year and at least once annually thereafter by the immediate supervisor

CURRENT OFFICE LOCATION:

- Syracuse, New York

SALARY and BENEFITS:

- Annual starting salary range per hour for this position is \$17 to 20 per hour depending on qualifications
- Benefits as per PTSI policy, e.g., health plan, sick leave, paid vacation, paid holiday related days and simple IRA

PROBATIONARY PERIOD:

- One year from the date of employment