**CAPE COD REGIONAL TRANSIT AUTHORITY**

**EXECUTIVE ASSISTANT**

**JOB DESCRIPTION**

**Primary Purpose:**

The primary purpose is to provide administrative, technical and clerical support to the Cape Cod Regional Transit Authority (CCRTA) Administrator and perform general day to day office duties. The Executive Assistance will also serve as the primary point of contact in the CCRTA reception area and will be required to assist and provide customers with CCRTA service information and transit passes.

**Essential Duties and Responsibilities:**

The essential functions or duties listed below are illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**Job Description:**

The Executive Assistant will provide administrative, technical and clerical support to the Administrator and will also serve as the primary point of contact in the CCRTA reception area. Specific duties and responsibilities include:

* Maintain the Administrator’s schedule;
* Answer telephone calls in a courteous professional manner and record messages accurately;
* Prepare the administrator for all meetings by coordinating with CCRTA staff to get appropriate documentation and reports;
* Draft correspondence, emails and presentations;
* Act as a customer service representative by providing customers with service information, transit and parking passes;
* Maintain and track the correspondence log;
* Prepare quarterly CCRTA Advisory Board agendas and packages to board members;
* Record and draft Advisory Board meeting minutes;
* Maintain the conference room booking log;
* Process ADA applications and maintain the ADA database;
* Order office supplies;
* Respond to customer inquiries on CCRTA’s website;
* Track and update CCRTA website information;
* Distribute incoming mail and prepare outgoing mail;
* Work closely with other members of the CCRTA team in the performance of duties;
* Other duties as assigned.

**Minimum Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

* A high school diploma or equivalent (G.E.D.) from an accredited institution is required.
* Three (3) years previous experience in a position with as comparable responsibilities in an office setting.
* An undergraduate or advanced degree may be substituted for up to two (2) years of work experience.
* Demonstrated ability to handle sensitive and confidential matters in an appropriate manner.
* Possess effective organizational, analytical, confidentiality, multi-tasking, proofreading and interpersonal skills.
* Working knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook) and social media applications.
* Must be attentive to detail, work independently, and manage multiple responsibilities and tasks with minimal oversight.
* Demonstrated ability to prioritize work appropriately.
* The ability to effectively communicate with customers, employees, vendors, and local, state and federal officials.
* The ability to prioritize and respond to issues and inquiries that need immediate attention.
* Have superior customer service, speaking, and writing skills.

**Supervision**

The employee works under the general direction of, and receives oral and written instructions from, the Administrator and/or his designee; works independently and completes assigned tasks and responsibilities according to prescribed time schedules; questionable cases are referred to the Administrator and/or his designee.

**Work Environment**

The CCRTA Executive Assistant shall have a workstation at the CCRTA Administrative offices equipped with a telephone, headset, and computer etc.

**Physical Requirements**

Minimal physical effort is required to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by employer, as the needs of the employer and requirements of the job change.*