



Operations Assistant

\$30,000 / year + [Full-Time County Benefits](#)

Williamsburg Area Transit Authority seeks an individual to perform administrative and operational support duties.

Responsibilities: Sell bus tickets and issue passes in accordance with established procedures; accept fees and maintain appropriate records; reconcile daily fare collection. Administer the daily operation of para-transit services in accordance with the American with Disabilities Act (ADA); develop and implements strategies to reduce customer demand for para-transit service and inclusion of elderly and handicapped on accessible fixed-route service. Oversee para-transit eligibility and re-certification of clients; coordinate transition of para-transit clients to accessible fixed-route service through familiarization training and sensitivity training to drivers; maintain all related local, state and federal reports for para-transit. Take service requests and scheduling routes, vehicles, and drivers on a daily basis. Monitor radio and dispatch messages and calls for service; answer telephone and respond to questions/complaints regarding WATA Services Sort and screen mail, make travel arrangements, and coordinate meetings; maintain office files.

Requirements: Any combination of education and experience equivalent to a high school diploma; and, considerable experience in general office work including customer service required. Must possess a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria. Knowledge of Radio System and American with Disabilities Act; principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction. Ability to maintain moderately complex records, to assemble and organize data, and to prepare reports from such records; communicate effectively both orally and in writing.

Accepting applications until position is filled.

Only online applications to our website will be considered. To apply, please visit the James City County Career Center at jobs.jamescitycountyva.gov