

## WEST CENTRAL MASS TRANSIT DISTRICT JOB DESCRIPTIONS

POSITION: Office Manager

STATUS: Full Time – 80% Administration/20% Operations

SUPERVISOR: Executive Director

RENUMERATION: Salary + Benefits

### SUMMARY:

The Office Manager will work closely with the Managing Director and the Operations Manager in ensuring that the West Central Mass Transit District programs run in a smooth and efficient manner. This individual will possess all the basic skill set required of the Dispatcher position and in addition will have responsibility for hiring, training and supervision of dispatch personnel, office supply/equipment inventory, office equipment maintenance, bank deposits, timely completion of monthly operations report(s), and collection and dispatch of incoming and outgoing mail.

### RESPONSIBILITIES:

- Schedule operations and dispatch personnel making sure all shifts and special trips are covered as per our operations policy.
- Working with the Managing Director and Operations Director, hire, train and supervise all dispatch personnel.
- Maintain accurate training files on all dispatch personnel.
- Assist Operations Manager with setting up training for drivers.
- Responsible for the accurate billing of Medicaid trips with DFS.
- Prepare, process, record and file all appropriate and necessary forms including, but not limited to no-show forms, denial forms, service reports, mileage reports, special trip request forms, and daily Fare Box reconciliation reports, etc.
- Prepare and maintain a list of all special needs customers and their needs and make it available to all dispatch personnel.
- Prepare and maintain a list of phone numbers of customers who regularly use our service making it available to all dispatch and management personnel.
- Prepare monthly operations report(s).
- Prepare and make daily bank deposits.
- Develop and maintain office supplies/equipment inventory
- Explore alternative buying options and bring recommendations to the attention of the Managing Director for approval.
- Sell passes to walk-in customers & take telephone orders for passes.
- Record all monthly passes sold making accurate reports available to all dispatch and management personnel on a weekly basis.
- Answer and log all telephone and walk-in inquiries.
- Assign trips to buses in a logical, efficient manner.
- Record complete trip information on required forms.

- Prepare fliers, posters, notices and memos at the direction of the Managing Director and/or Operations Manager.
- Work with Managing Director and Operations Manager in development and maintenance of website.
- Collect and dispatch incoming and outgoing mail.
- Other duties as assigned.

**REQUIREMENTS:**

- **All successful candidates must submit to and pass an initial alcohol and drug test prior to employment and pass subsequent random drug and alcohol tests.**
- **All successful candidates must submit to a background check prior to being hired.**

**SKILLS/EDUCATION:**

- **High school diploma or GED**
- **Working knowledge of basic office equipment**
- **Working knowledge of Windows XP, Word and Excel**
- **Excellent verbal communication skills**
- **Type 45wpm**

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Candidate Name (print)

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Date

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Candidate Signature

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HR Manager Initials