



SPOKANE REGIONAL TRANSPORTATION COUNCIL Administrative-Executive Coordinator

Updated: September 8, 2023

MISSION: Develop plans and programs that coordinate transportation planning in the Spokane Region.

SRTC VISION: The Spokane region possesses the best multi-modal / multi-jurisdictional transportation network that optimizes safety, capacity, and efficiency in the movement of people and goods for a region of our size.

ORGANIZATIONAL VALUES:	Regional Leadership Transparency	Collaboration Inclusiveness	Accountability Integrity	Innovation
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JOB TITLE: Administrative-Executive Coordinator

STATUS: Full-time; Non-Exempt, Hourly, Eligible for overtime

DIRECT REPORTS: May exercise functional and technical supervision over part-time staff

REPORTS TO: Executive Director and Administrative Services Manager

ROLE SUMMARY: To actively support and uphold SRTC's stated mission and values. To perform a variety of clerical, administrative and outreach/communications support duties.

An incumbent in this position provides clerical and administrative support to the Executive Director and other agency staff and advances public knowledge of the agency's activities through social media outreach. Work requires the application of independent judgment, the ability to make sound decisions, and initiative based on considerable knowledge of the functions of SRTC.

The following description outlines the role and its alignment with Spokane Regional Transportation Council Mission, Vision and Values. These lists contain the essential job duties, functions and expectations. However, these are not necessarily all-inclusive. Employees may be required to perform other duties as assigned:

COMPETENCIES:

1. Excellent Communication Skills (Written & Verbal): Communicating effectively as appropriate for the needs of the audience (by telephone, in written form, e-mail, or in-person).
2. English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
3. Clerical: Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
4. Critical Thinking, Sound Professional Judgment and Decision Making: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
5. Delivers and models the highest level of external (and internal) customer service with all stakeholder interactions.
6. Computers and Electronics: Intermediate working knowledge and skill operating technology / computer-based work programs / software commonly used within professional settings (Microsoft Office Suite, and Publishing Software).
7. Time Management: Managing one's own time and the time of others.
8. Service Orientation: Actively looking for ways to help people.

RESPONSIBILITIES & DUTIES:

The Administrative-Executive Coordinator is expected to perform all duties and responsibilities as described, in a professional and appropriate manner that is reflective of the Mission, Vision and Values of Spokane Regional Transportation Council. In addition to these expectations, other duties and responsibilities may be assigned to the Administrative-Executive Coordinator.

Administrative Assisting:

- A. Serve as Clerk for the SRTC Board of Directors and SRTC advisory committees. Attend the groups' meetings, organize meeting schedules, preparation and distribution of packets and agendas, prepare meeting room, take meeting minutes, maintain and update Board and committee membership and contact information.
- B. Assistant to the Executive Director; make appointments, set meetings, maintain schedule, contact Board and/or member agencies on behalf of Executive Director.
- C. Maintain calendars and schedules of activities, events, and meetings.
- D. Serve as Employee Transportation Coordinator for Spokane County Commute Trip Reduction Program. Facilitate parking arrangements for staff, Board/committee members, and guests.
- E. Assist the Administrative Services Manager and the Title VII/ADA Coordinator with their duties.
- F. Attend evening and weekend meetings and events as required or needed.

Record Keeping & Materials Coordination:

- G. Serve as SRTC Public Records Officer; ensures agency compliance with Washington Open Public Meetings Act and retention records requirements for agency documents and correspondence.
- H. Assist in processing payroll, payroll reports, and purchasing. Assist with accounting processes to keep duties separated as well as can be in a small agency. Possible duties include support roles with accounts payable, additional 'eyes' to review bank statements, mailing vendor checks and other such duties as needed or deemed necessary to implement best practices.
- I. Train and inform personnel of Records Management best practices.
- J. Work independently and in cooperation with agency staff to design graphic materials and document layouts.
- K. Establish, organize, and maintain filing systems.
- L. Type and proofread a variety of documents.
- M. Receive, sort, and distribute incoming and outgoing correspondence.
- N. Order and maintain office supplies.

Communications:

- O. Public communication duties; submit legal notices and press releases, assist in maintaining and posting to agency social mediaccounts. Support SRTC staff in the review and update of communication materials, documents and website content to ensure accuracy, visual appeal, that they reflect a positive image of the agency, and are following SRTC Social Media Policy.
- P. May gather and compile data to prepare reports.
- Q. Provide assistance in the development and review of agency correspondences.

- R. Act as a receptionist. Answer the telephone and provide customer service to guests. Provide routine and general information about SRTC activities. Refer telephone calls to the appropriate personnel.

MINIMUM QUALIFICATIONS:

[Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing experience, knowledge, skill and/or ability required. A combination or accumulation of applicable work-related experience and/or education may be recognized as sufficiently meeting the pre-requisites outlined below.]

Required Experience:

- A. 4 years of responsible clerical or secretarial experience including public contact;
-OR- any combination of training, education, and experience that would provide the required knowledge and skills.

Preferred Credentials:

- B. Completion of a 2-year degree program in a relevant-applicable area of study or similar training and coursework/credentials.

Required Knowledge, Skills & Abilities:

- C. Ability to type accurately, take accurate verbal and/or recorded dictation, and to accurately transcribe meeting minutes.
- D. Ability to keep accurate records and prepare accurate reports.
- E. Ability to rapidly learn the activities, policies, and procedures related to the duties and responsibilities of the agency.
- F. Ability to work with accuracy and attention to detail to meet deadlines.
- G. Ability to establish and maintain effective working relationships with coworkers, member agency representatives, elected officials, and transportation stakeholders.
- H. Ability to travel to meetings in various locations.

OTHER SKILLS/ABILITIES: For an employee to succeed in this position they must have:

- A. Adaptability: ability to adapt to changes, delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- B. Analytical Ability: ability to maintain focus for extended periods of time; ability to complete research projects with resourcefulness and persistence; ability to synthesize complex or diverse information; ability to use intuition and experience to complement existing data.
- C. Attendance: ability to consistently arrive and be able to work as scheduled.
- D. Computer/Technical Ability: working knowledge of:
 - a. Word Processing software
 - b. Spreadsheet software
 - c. Accounting software

- d. Internet software
 - e. Design Software
- E. Dependability: ability to follow instructions, both in written and verbal format; ability to respond to management direction; ability to complete tasks on time or notify the appropriate person with an alternate plan when necessary.
 - F. Interpersonal Skills: ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations. Awareness of and sensitivity to the service population's culture and socioeconomic characteristics.
 - G. Judgment: ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
 - H. Language Ability, this role requires an intermediate level: ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.
 - I. Mathematical Ability, this role requires a basic level: the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
 - J. Motor Coordination: the ability to coordinate eyes, hands, fingers, and feet accurately and handle precise movements.
 - K. Problem Solving Ability: ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems when necessary; ability to transfer learning from past experiences to new experiences of similar nature.
 - L. Quality Management: ability to complete duties, on time and with absolute precision, at least 95% of the time; ability to edit the accuracy and thoroughness of one's work as well as the work of others; ability to constructively apply feedback to improve performance, ability to generate ideas to improve and promote quality in work.
 - M. Reasoning Ability, this role requires a basic level of reasoning: the ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variables in standardized situations.
 - N. Coordination and Administrative-Executive Support Skills: requires the ability to carry out assigned responsibilities in accordance with the Company's policies and applicable laws; this includes addressing complaints and questions and resolving problems.

PHYSICAL DEMANDS & WORK ENVIRONMENT

[Note: The physical demands described here are representative of those that must be met by an employee 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 position is an office environment-based role, there are no specific or unusual physical or environmental demands regularly required of the incumbent outside of a professional office environment. Frequent and continuous physical activities required, include: Sitting, typing, writing, hearing, listening, talking, bending, stooping, and lifting up to 25 pounds. This role is mostly protected from weather conditions or contaminants, but not necessarily from the occasional temperature fluctuation.

EEO STATEMENT

Spokane Regional Transportation Council is an Equal Opportunity Employer. Spokane Regional Transportation Council does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided based on qualifications, merit, and business need.

STATEMENT OF INTENTION AND ACKNOWLEDGEMENT:

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in this position.

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately if I am unable to fulfill any or all the duties as outlined above.

I understand that Spokane Regional Transportation Council reserves the right to revise or change this job description as the need arises.

I have reviewed this job description and received a copy.

Incumbent Signature: _____

Date: _____

Print name: _____