

Job Summary

The 5311 Transit Program Assistant provides essential clerical and administrative support for the Transit department. This role is responsible for maintaining accurate records, assisting with grant documentation, supporting data entry and reporting functions, and ensuring smooth day-to-day administrative operations in compliance with local, state, and federal requirements.

Job Duties and Responsibilities (major duties)

- Maintain and organize paper and electronic filing systems for transit program documentation, including ridership data, invoice reports, and program correspondence.
- Assist in preparing and submitting required reports to state and federal agencies, including monthly, quarterly, and annual submissions.
- Support grant tracking by organizing documentation related to expenses, invoices, reimbursements, and financial records.
- Perform data entry into relevant databases or spreadsheets.
- Draft and proofread routine correspondence, memos, reports, and meeting materials.
- Answer phones, respond to general inquiries, and direct calls or messages to appropriate personnel.
- Schedule appointments, meetings, and maintain program calendars.
- Assist in the coordination of staff training records, certifications, and travel arrangements for training.
- Order and maintain office supplies and ensure proper functioning of office equipment.
- Prepare materials and documentation for audits, compliance reviews, and internal monitoring.
- Provide administrative support to transit management and other staff as needed.
- Assist with background fingerprinting process as needed.

Knowledge, Skills and Abilities Required

- Knowledge of the Southern Georgia Regional Commission's mission, policies, and procedures.
- Knowledge of basic office procedures and standard administrative practices including:
 - Fundamental record-keeping and filing techniques.
 - General customer service principles and professional etiquette.
- Skilled in the following areas:
 - Organizing files and maintaining accurate records.
 - Typing and entering data with a high degree of accuracy.
 - Communicating clearly and courteously, both verbally and in writing.
 - Following instructions and completing assigned tasks on time.
 - Using office equipment such as copiers, printers, and scanners.
- Ability to:
 - Learn and apply new information, especially regarding transit programs and regulations.
 - Work effectively with supervisors, coworkers, and the public in a professional and respectful manner.
 - Prioritize daily tasks and adjust to changing demands.

- Maintain confidentiality when working with sensitive documents or personal information.
- Ask questions and seek guidance when uncertain to ensure accuracy and compliance.

(Note: Knowledge of transit programs or federal funding like Section 5311 is helpful but not required—can be learned on the job.)

Minimum Qualifications

- High school diploma or GED required; additional education or certification in office administration or related fields preferred.
- 1–2 years of experience in clerical or administrative support roles, preferably in a government setting.
- Strong organizational skills with attention to detail and accuracy.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and office equipment.
- Strong verbal and written communication skills.
- Ability to manage multiple tasks and meet deadlines with minimal supervision.
- Familiarity with transit programs, grant documentation, or public sector record-keeping is a plus.
- Valid driver's license.

Supervisory Controls

The Transit Director assigns work in terms of department goals and objectives. The work is reviewed through reports and observation of department activities. The director spot-checks completed work for compliance with procedures and the nature and the propriety of final results.

Guidelines

Guidelines include Federal Transit Administration (FTA), Georgia Department of Transportation (GDOT), and Department of Human Services (DHS) regulations. These guidelines require judgment, selection, and interpretation in application.

Complexity

The work consists of varied administrative assistant duties. Strict program requirements and deadlines contribute to the complexity of the work.

Scope and Effect

The purpose of this position is to provide work necessary to achieve the commission's Transit goals. Successful performance helps ensure that Transit programs and policies meet the needs of the region.

Contacts

Contacts are typically co-workers, representatives from local governments, state and federal agencies, service providers, contractors, elected officials, and the general public. Contacts are typically to give or exchange information, motivate persons, negotiate and settle matters, resolve problems, and justify decisions.

Work Environment/Physical Demands

The work primarily office-based with occasional travel to rural communities and transit-based training opportunities. Some evening and weekend work may be required for community outreach and stakeholder meetings. Hybrid work flexibility may be available based on program needs.

Supervisory and Management Responsibilities

This position does not have direct supervision responsibilities.

Position Details

- Full-Time Part-Time Intern Contractor
 Exempt Non-Exempt

Monday	Tuesday	Wednesday	Thursday	Friday
8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm

Equal Opportunity/Affirmative Action

The Southern Georgia Regional Commission is an Equal Opportunity/Affirmative Action employer. We provide equal employment opportunities without regard to race, color religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable federal, state or local law.

We are committed to building a diverse workforce and creating an inclusive environment where all employees feel valued and supported.