

## **GREATER NEW ORLEANS EXPRESSWAY COMMISSION**

### **JOB DESCRIPTION**

#### **ASSISTANT TO COMMUNICATIONS/TRAINING COORDINATOR**

##### **SUMMARY:**

The Assistant to the Communications/Training Coordinator is responsible for performing a variety of clerical tasks required in the operation of the Greater New Orleans Expressway Commission ("GNOEC") records division.

##### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

###### **Dispatch-Related Assignments**

- Work directly with the Communications/Training Coordinator to provide support
- Assist Dispatch with answering phone lines when call volume is high
- Observe security cameras in Dispatch, if needed, and save requested footage/videos
- Coordinate with Commuter Sales Supervisor to order supplies for Dispatch

###### **Records-Related Assignments**

- Work directly with the Communications Coordinator to provide support
- Receive inquiries and requests regarding records information from the general public and law enforcement personnel in person, by phone, or by mail; assist them or direct them to the appropriate personnel as necessary
- Issue copies of, and collect fees for, accident/crash reports as requested by individuals or agencies authorized to receive the reports and record all payments on a spreadsheet
- Receive and release crash report request by Lexis Nexis
- Receive and release crash report request by the Metropolitan Reporting Bureau
- Document all funds received from subpoena requests and submit to Commuter Sales Supervisor for deposit
- Review mail intake for records division and forward all subpoenas to the Communications/Training Coordinator
- Burn phone and/or radio recordings as requested by the Communications/Training Coordinator
- Save any request for camera footage from Genetec.
- Burn any Genetec footage requested by the Communications/Training Coordinator or a team supervisor
- Receive and forward expungement motions/orders to the Communications/Training Coordinator
- Receive officer subpoenas from the Jefferson Parish Paper Server and divide/disperse them accordingly
- Disperse legal documents while ensuring proper documentation is present before release. If legal documents are released without proper documentation, disciplinary action will be taken.
- Unclaimed property
- Other duties as instructed by the Communications/Training Coordinator

##### **EDUCATION AND EXPERIENCE**

High School Diploma/G.E.D.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### **Language Skills**

Ability to write routine reports and correspondence that conform to the GNOEC's prescribed style and format. Ability to communicate tactfully with general public and to exchange information with agency and non-agency personnel.

### **Mathematical Skills**

Ability to work with mathematical concepts normal and usual to general business applications. Ability to count money. Ability to apply concepts such as fractions, rate, ratios, percentages.

### **Computer Skills**

Ability to operate personal computers with an average level of proficiency. Must know how to create spreadsheets and word documents

### **Reasoning Skills**

Ability to read, analyze and interpret a variety of reports furnished in written, oral, diagram or schedule form such as policy and procedure manuals, reports, and forms. Ability to define and resolve problems, collect data, establish facts, and draw valid conclusions.

### **Physical Skills**

To successfully perform the essential functions of this job, the following physical demands are representative of those that must be met. The employee is regularly required to sit; use hands to handle, push and/or pull objects, tools or controls; reach with hands and arms; speak and hear; and lift, carry and/or move objects weighing up to 10 pounds. The employee is occasionally required to stand; walk; and lift and/or move up to 25 pounds. The employee must have the ability to observe objects at close and far distances; to detect color and depth; and to adjust focus.

### **Other Skills and Abilities**

Knowledge of basic public relation principles. Ability to deal with the public and co-workers in a courteous and tactful manner and to establish and maintain effective working relationships with others. Must maintain a professional demeanor. Must possess average typing skills. Ability to effectively present information to customers, public groups, and others. Ability to organize and maintain accurate records.

## **SPECIAL REQUIREMENTS:**

The employee must be willing to work hours other than on regular shifts during emergency situations. The employee must possess a telephone in residence to receive emergency messages. The employee must have the ability to complete an initial on-the-job training program and six-month probationary period; and to pass a pre-employment physical, drug screen, and background check. The employee must possess a valid Louisiana State driver's license.

## **WORKING CONDITIONS:**

The noise level in the work environment is usually moderate.

This description lists the essential functions and responsibilities of the job and is not all-inclusive. Employee may be expected to perform job-related duties other than those contained in this document.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.