

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Transportation & Veteran Services Director
Department: Rowan Transit System
Revised : March 2015

Class : Official/Administrator
FLSA : Exempt

This job description supersedes any prior description for the Transportation & Veteran Services Director classification.

GENERAL DESCRIPTION

Responsible administrative work directing the County's Veteran Services Department and the grant-funded Rowan Transit System program funded by the Department of Transportation. Work focuses on managing various veteran's programs based upon federal, state, and county policies and regulations; and the overall coordination of the human services transportation program and services pursuant to contracted responsibilities. Work is normally performed without immediate supervision; however, the County Manager and the Rowan Transit System Board provide general direction and review of work through periodic conferences and by analysis of program accomplishments.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Monitors the day-to-day operation of the transportation system provided by the private contractor to ensure contract obligations are met.

Directs and supervises the functions of the Veteran Services Department.

Supervises and trains departmental staff; interviews, hires, evaluates performance, and administers disciplinary actions for staff supervised.

Oversees eligibility determination for veteran's benefits and the assistance to veterans, widows of veterans, dependent parents of veterans, and children of veterans in preparing applications to the Veterans Administration and North Carolina Division of Veterans Affairs for various benefits.

Negotiates for contract transportation services; develops and evaluates potential and existing transportation services and plans routes for new expanded transportation services.

Develops and implements policies and procedures to provide more cost efficient transportation services to disadvantaged residents.

Visits system agencies to solicit participation, solve problems, and discuss strategies of coordination and greater efficiencies in routing; receives user agency complaints and completes follow-up investigations.

Assists the public by providing information about the transit service, determines eligibility for the service, and matches their need to system routes.

Oversees the development of service documentation reports and control forms; implements and monitors data collection procedures.

Monitors the central dispatching functions for authorized users (City ADA Transport, County Share-A-Ride Program, and Institutional Facilities).

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Develops the Rowan Transit System-PVS Safety Plan and monitors the contractor's compliance with FTA drug and alcohol testing regulations.

Identifies short and long term goals and makes recommendations to the RTS Board.

Ensures local, state, and federal policies, rules, and regulations are followed and properly implemented.

Prepares annual grant applications and operating plans; prepares the annual operating reports for the transportation system.

Prepares the annual departmental budget; monitors and controls approved budgetary expenditures.

Markets the Rowan Express Service by placing posters and brochures and by speaking at various events located in towns along the routes.

Completes local, state, and federal reports as required by the RTS Board.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of federal and state policies, procedures, and regulations pertaining to the various veterans service programs.

Thorough knowledge of resources available for assistance to veterans, widows of veterans, dependent parents of veterans, and children of veterans.

Thorough knowledge in the areas of planning, budgetary development and controls.

Thorough knowledge of laws, regulations, and policies which govern the transportation program.

Ability to instruct, organize, direct, and manage departmental staff.

Ability to interpret, explain, and apply policies, procedures, and regulations to specific operating programs.

Ability to work independently, take direction, and plan and execute work.

Ability to gather and organize information and to present information to the RTS Board and County Commissioners to facilitate decision making.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships with elderly and disabled clients, contracting agencies, employees, the RTS Board, and other governing boards.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of

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time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work includes operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's Degree from an accredited college in Business Administration, Public Administration or related field and two years of public contact, administrative, or related experience, one of which must have been in a supervisory capacity; experience related to Veteran Service Programs; or an Associate's Degree from an accredited college in a related field and four years of public contact, administrative, or related experience, two of which must have been in a supervisory capacity. PC skills and a valid driver's license are required. A Veteran is preferred. Previous transportation system experience is preferred.

**This job description does not create an employment contract,
implied or otherwise.**