

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Transportation Coordinator
Department: Rowan Transit System
Revised : January 2011

Class : Paraprofessional
FLSA : Non-exempt

This job description supersedes any prior description for the Transportation Coordinator classification.

GENERAL DESCRIPTION

Work focuses on the overall coordination of the human services transportation program and services pursuant to contracted responsibilities. While work is normally performed without immediate supervision, the Transportation Director provides general supervision and reviews work through periodic conferences and by analysis of work performed.

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.)

Oversees the daily operations of the Rowan Transit System provided by the private contractor to ensure Federal and State regulations, grant requirements, and contract obligations are met.

Performs initial audits of the contractor's monthly invoices and resolves discrepancies and billing corrections.

Assists in developing and evaluating potential and existing transportation services and assists with planning routes for new expanded transportation services.

Writes and updates Safety, Security, and Maintenance plans that are in compliance with the FTA and NCDOT and implements the System Safety Program Plan.

Receives calls to enroll individuals for service according to eligibility and funding sources.

Receives calls, investigates, resolves, and maintains records of customer complaints or suggestions.

Conducts public surveys with customers, visits user agencies, and meets with clients and facility managers to assess the System's performance.

Performs varied clerical functions including answering the telephone and directing calls for RTS and Rowan Express, filing, and composing and proofreading letters, reports, and memorandums.

Rides along with drivers to assess vehicle safety and cleanliness and the driver's compliance with regulations and safety awareness.

Reviews vehicle maintenance records, visually inspects vehicles, and coordinates with the contractor in scheduling of vehicle maintenance and warranty repairs.

Performs random checks of drivers and vehicles as they enter and exit the gate for legal and safety sensitive items.

Ensures the Rowan Transit System's accident procedures are followed when accidents occur and that accident reports are completed timely and submitted appropriately.

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OTHER JOB FUNCTIONS

Maintains a variety of records and reports.

Performs related duties as required.

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

KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of departmental organization and programs.

Thorough knowledge of modern office practices, procedures, and technology and skill in operating personal computers and understanding applicable software.

Thorough knowledge of vehicle operation and safety procedures and techniques.

Considerable knowledge of proper vehicle operation, maintenance, and repair needs.

Ability to interpret program policies, rules, regulations, and procedures for organizational personnel and the general public; ability to be resourceful in gathering and giving program information.

Ability to plan, organize, and review work, work flow, and procedures; ability to analyze problem areas of work and recommend solutions to supervisor.

Ability to effectively communicate both orally and in writing.

Ability to establish and maintain effective working relationships with elderly and disabled clients, contracting agencies, fellow employees, and the public.

PHYSICAL REQUIREMENTS

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

Associate's Degree from an accredited college or university in Business Administration or related field and two years of applicable administrative experience; previous transportation system experience is preferred. A valid driver's license is required.

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