

Southwestern Wisconsin Community Action Program, Inc.

Job Description

Job Title: Transportation Coordinator- LIFT
Sub Title: Full Time Transportation Coordinator

Exempt (Y/N): No	SALARY LEVEL: 3
LOCATION: Southwest WI	DEPARTMENT: LIFT
SUPERVISOR: Ashley Nedeau-Owen	
PREPARED BY: Ashley Nedeau-Owen	DATE: 3/24/2014
APPROVED BY: Wally Orzechowski	DATE: 3/24/2014

SUMMARY: Customer service to transportation agencies and clients, office management, transportation database management, ride dispatch, billing coordination. Assist with volunteer driver and commuter/rideshare programs. Assist in monitoring expenses and budget. Work with partner agencies to coordinate transportation activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Process incoming requests for transportation, determine eligibility, and assign rides to transportation providers. Facilitate billing of rides to appropriate funding source. Coordinate riders and drivers in volunteer driver program. Coordinate commuter/rideshare rides with participating employers. Monitor transportation database for accuracy. Record intake information for new riders, forward information to appropriate agency. Receive service complaints, record, and forward to appropriate provider/agency.

SUPERVISORY RESPONSIBILITIES: Volunteer drivers.

LIFT may at times have a group of at-large volunteer drivers: drivers whose availability does not correspond to the specific needs of any one partner agency or provider. The transportation coordinator will keep records of volunteer drivers' availability and proof of insurance, and assign rides to the driver as appropriate.

QUALIFICATION REQUIREMENTS: The ideal candidate must be skilled in the use of MS Office, must demonstrate the ability to learn new computer programs with the ability to follow the help menus or guides. Experience in transportation, customer service, computer proficiency, and an understanding of basic business etiquette is required. The candidate must also have the ability to write routine reports and correspondence. Candidate must possess the ability to carry out both written and oral instructions. We desire strong interpersonal, organizational, communication and problem solving skills. Candidate must be able to operate common office equipment such as: copier, fax, printer, multi-line phone system and scanner. Valid Wisconsin driver's license required.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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EDUCATION and/or EXPERIENCE:

Experience of at least 1 year in transit/transportation, ideally with elderly, people with disabilities, or ride sharing, required. Customer service experience, especially telephone, required. Experience with MS Office programs required. Experience with transportation database software, or creating a transportation database with MS Office programs is desirable.

LANGUAGE SKILLS:

Candidate must possess the ability to communicate effectively on the telephone, in writing and in person. Candidate must be able to write routine reports and business correspondence. Ability to speak effectively with customers, including people with disabilities and seniors, is required.

MATHEMATICAL SKILLS:

Ability to make decisions between transportation providers based on total cost, cost per mile, etc. Ability to monitor vehicle capacities in performing dispatching or ride sharing functions.

REASONING ABILITY:

Candidate must be able to solve practical problems and deal with a variety of client/transportation situations where only limited standardized procedure is provided. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

PHYSICAL DEMANDS: 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.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near or in gasoline or diesel fueled vehicles, may be requested to participate, assist, or leading training activities for vehicle drivers.

L.I.F.T.

Leadership in Innovative Flexible Transportation

Southwest Community Action Program

149 N. Iowa St.

Dodgeville, WI 53533

608 935-2326