

Southwestern Wisconsin Community Action Program, Inc.

Job Description

Job Title: Program Ops Specialist
Sub Title: LIFT – Transportation Specialist/Office Assistant

Exempt (Y/N): No	SALARY LEVEL: 3
LOCATION: Southwest WI	DEPARTMENT: LIFT
SUPERVISOR: Lori Jacobson/Jeff Segebrecht	
PREPARED BY: Lori Jacobson	DATE: 4/4/2019
APPROVED BY: Walter Orzechowski	DATE: 4/4/2019

SUMMARY: Under the direction of the Southwestern Wisconsin Community Action Program Lift Assistant Director and the Transportation Director, this position is responsible for transportation to individuals with disabilities in the six county area served by SWCAP including, Crawford, Grant, Green, Iowa, Lafayette, and Richland counties. The position requires the ability to lift up to 50 pounds, work with individuals requiring assistance in communication as well as mobility, use computers and communicate with outside agencies in order to maintain and build relationships. Provide office support where needed for both the LIFT and Work-n-wheels programs.

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

Provide transportation using specialized vehicles to persons with disabilities and others as needed.
Track trip information using drivers log and pre-trip forms
Comply with all funding source financial and program requirements.
Achieve program objectives as identified in contracts or work plans or other duties assigned by the Program Director.
Provide in office support via phone and computer
Provide excellent customer service to both LIFT and Work-n-Wheels clients

SUPERVISORY RESPONSIBILITIES:

Monitoring and tracking vehicle maintenance for LIFT vehicles, including scheduling regular service with office staff and performing routine service, vehicle washes, fluid level checks, tire pressure checks and maintenance of all tie-downs.

QUALIFICATION REQUIREMENTS:

The ideal candidate will: possess PASS certification or will obtain it within six months, will have a clean driving record not less than what is required for any driving position at SWCAP, will have excellent verbal skills and is an empathetic listener, will possess excellent customer service skills, and be proficient in computer and phone skills.