



Job Title	Transportation Coordinator
Department	Health & Human Services
Employment Status	Full-Time
Exempt/Nonexempt Status	Nonexempt

Scope of Work

This position is responsible for managing the Council on Aging's Transportation Program for the Town's elder residents.

Supervision

Received	Director of Council on Aging
Exercised	Volunteers

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Hires, schedules, trains and supervises staff and/or volunteers in the Transportation Program.
- Interacts with program participants, conveying their needs to supervisor as required.
- Assesses emergency situations and responds appropriately.
- Monitors and evaluates the efficacy of programs and services and advises supervisor as requested or needed.
- Ensures compliance with grant requirements for the program in conjunction with supervisor.
- Performs light mechanical maintenance to program vehicles.
- Provides effective and efficient customer service and promotes and maintains responsive community relations.
- Follows safe work practices.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from high school and 2 years of college coursework or other technical training, supplemented by at least 1 - 2 years of work experience in customer service.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	• Department policies and procedures. • The use of standard office equipment including computers and relevant software programs.
Ability to	• Multi-task and prioritize work. • Communicate effectively both verbally and in writing. • Assign and supervise the work of others; motivate volunteers to work toward common goals. • Organize and manage multiple schedules. • Establish and maintain effective working relationships with supervisors, coworkers, program participants, volunteers and the general public.
Skill in	• Organization and planning. • Oral and written communications. • Customer service.

Necessary Special Requirements

Valid driver's license

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 is performed both indoors and outside; hand-eye coordination is necessary to operate vehicles, computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally kneel, crouch or bend.
- The employee must occasionally lift and/or move up to 50 pounds.