

Job Description

Transit Management of ADA County is looking to hire an **ACCESS COORDINATOR**.

The Access Coordinator performs the operation and supervision of demand response (Access) transit services in order to ensure efficient, accessible, and safe van transport service to customers. The Coordinator must effectively work the two-way radio communication system and be able to effectively schedule pick up and drop offs while dealing with a mirage of other duties. This position is subject to a Union Collective Bargaining Agreement. Days off and Shifts are seniority based. This is a position for someone with great computer skills and customer service. This requires long periods of sitting and incredible attention to detail, proofreading, and data entry. Must be able to work evenings and Saturdays. ValleyRide runs from 4:30 a.m. to 10:30 p.m. Monday-Saturday.

Essential Duties

- Dispatch and supervise Access Operators
- Provide operational oversight and enforcement of all applicable company policies and procedures
- Complete the daily transportation schedule for demand response services in accordance with company goals
- Answer telephone/TDD questions regarding Access service and fixed-line service.
- Provide the public with route, schedule, fare and other information on ValleyRide services by telephone, in person, or by mail.
- Maintain a working knowledge of the service on the street through ride checks, ride alongs and road supervision
- Verify accuracy of data entered into the RM database to ensure the accuracy of reporting
- Communicate with Operators via two-way radio regarding transfers, deviations from schedules and cancellations
- Field customer complaints and suggestions and forward to appropriate personnel
- Report department performance daily to the Operations Manager.
- Investigate complaints, document findings and close out service desk reports related to the demand response division.
- Act as a liaison with social service agencies and advocacy groups for persons with disabilities.
- Maintain and verify operational and financial data for department reports
- Properly operate all communications equipment assigned and limit use to business purposes.
- Proofread all typed correspondence and reports.
- Provide staff support when needed and assist Valley Regional Transit personnel as needed
- Prepare recommendations for management evaluation.

- Maintain a working knowledge of federal, state and local regulations related to providing ADA transit services and meeting industry standards.
- Perform work safely in accordance with departmental safety procedures. Operate equipment safely and report unsafe work condition or practice to a supervisor.
- Read and obtain a thorough knowledge and understanding of Employee Handbook, Discipline Code, Collective Bargaining Agreement and all other policies and procedures and abide by them in the performance of duties.
- Treat all vendors, passengers and ValleyRide/Valley Regional Transit employees in a respectful, professional manner.
- Performs safety-sensitive functions under FTA and is subject to the Drug & Alcohol Policy for Safety-Sensitive employees.

Non-Essential Duties

- Responsible for reducing the use of overtime while scheduling trips in the most efficient manner
- Assist/participate in special promotion, projects and events in which the organization is involved.
- Maintaining cleanliness and order of the Access office.
- Building relationships with Operators and maintaining a positive working relationship with other Departments.
- Other duties as assigned or necessary.

Education and/or Experience

Associate's degree (A. A.) or equivalent from two-year College or technical school; or minimum two years related experience and/or training; or equivalent combination of education and experience.

Supervisory Responsibilities - Directly supervise employees in the Access Division. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems. Disciplinary action, up to and possibly including termination, consistent with the organization's disciplinary policies.

Qualifications

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.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Teamwork Skills - Possess good teamwork skills and the ability to effectively communicate with all employees. Ability to work and get along well with others.

Computer Skills - To perform this job successfully, an individual should have knowledge of Accounting software; Database software; Inventory software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Possess, or have the ability to obtain, Class B CDL with airbrake and passenger endorsements. Satisfactorily pass an annual DOT physical examination showing the capability to perform essential duties. Satisfactorily pass a drug test as requested. This position is subject to the successful completion of a criminal background check.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee will work outside in heat, cold, and wet conditions.