

## TRANSPORTATION COORDINATOR

### **Job Summary:**

Under general supervision of the Transportation Services Manager, performs specialized work in Transportation Services, which include excursions, dial-a-ride, special activities, and related projects or assignments.

### **Essential Duties and Responsibilities:**

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind duties and work assignments.)

1. Plans, organizes, and coordinates transportation activities in specialized areas including, but not limited to, excursions, ride sharing, dial-a-ride, fixed route and demand response transit program, therapeutic recreation, community groups, fine arts, early childhood, senior citizen programs or related programs.
2. Reports on public response to existing programs, including information regarding boardings, route schedules, complaints, and utilization of supplies and equipment.
3. Researches and recommends new City-sponsored excursions and dial-a-ride satellite points.
4. Ensures compliance with rules and regulations to assure the safety and welfare of participants.
5. Registers and certifies residents for transportation services programs and excursions.
6. Collects fees, prepares financial recordkeeping forms, and remits monies collected to the Treasurer's office pursuant to City policies and procedures.
7. Assists in budget preparation and monitors transportation budget expenditures in specified areas; prepares reports concerning programs and transportation activities.
8. Drafts promotional material, correspondence, and reports for approval.
9. May coordinate and train other staff as directed.
10. Maintains accurate records, files, and reports.
11. Provides information to and consults with the public.
12. Performs related duties as required.

### **Qualification Guidelines:**

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

### **Education and/or Experience:**

Associate's degree in a related field and two (2) years of full-time, paid experience in planning and coordinating transportation services or related field. Experience and/or education in a related field may be substituted on a year for year basis.

### **Knowledge of:**

- Methods and techniques of developing and organizing group excursions.
- Rules, practices and equipment used in group activities.
- General recordkeeping and bookkeeping practices.

- Transit operating programs.
- Communication skills and interviewing techniques.
- Marketing, tourism, and other types of travel principles.
- Office practices and procedures.
- Training and supervision principles.
- Programs' goals and objectives.
- Program organization and development techniques.
- City organization, operations, policies and objectives.
- Basic purchasing practices.
- Applicable laws, codes, regulations, policies and procedures.
- Community resources, needs and limitations.
- Program operations, policies, rules and regulations.
- Interpersonal skills, using tact, patience and courtesy.

**Skill and/or Ability to:**

- Implement specialized transportation activities and evaluate community needs.
- Work weekends and irregular hours.
- Establish and maintain effective working relationships with others.
- Coordinate weekend, holiday, or special event excursions for the City.
- Develop promotional strategies, techniques, and materials used in attracting and retaining clients.
- Read, interpret, apply, and explain rules, regulations, policies and procedures.
- Identify and analyze problems and take effective corrective action.
- Effectively communicate orally and in writing.
- Maintain accurate records and prepare clear and concise reports.
- Operate computers and related software.

**License:**

Possession of a valid California Class C driver's license. Employee in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record.

**Physical Requirements and Working Conditions:**

Employee accommodations for physical and mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require the mobility to stand, walk, stoop, reach and bend.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform lifting, pushing and/or pulling which does not exceed 20 pounds and is an infrequent aspect of the job.
- Is subject to inside and outside environmental conditions.
- May be required to work evenings or weekends.
- May be required to travel on overnight bus excursions.