

DEPARTMENT: OFFICE FOR THE AGING
CLASSIFICATION: COMPETITIVE
APPROVED: JULY 24, 2023

TRANSPORTATION COORDINATOR - OFA

DISTINGUISHING FEATURES OF THE CLASS: This position will entail overseeing the transportation requirements of Niagara County's aging and nutrition program participants in a safe and efficient manner according to approved procedures. The incumbent is responsible for supervising department van drivers, scheduling and coordinating transportation for client medical appointments and of food for the nutrition program, and maintaining a client database. Occasionally employees in this class are required to drive a van and perform routine safety maintenance tasks on vehicles. Work is performed under general direction with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Maintains a computer database of clients that is used for required reports and route planning;
2. Provides limited outreach and presentations on transportation to senior groups in order to promote the program;
3. Supervises van drivers and collaborates daily with the Lead Van Driver to coordinate routes;
4. Develops driver schedules and provides directions as required;
5. Assists clients on phone to schedule rides;
6. Coordinates with other Office for the Aging staff to schedule trips for medical appointments, shopping assistance, food delivery, and necessary errands relative to the Office programs;
7. Investigates complaints;
8. Completes accident/incident reports as needed;
9. Collects and approves timesheets for van drivers;
10. Utilizes statewide database system to record units of service monthly;
11. Prepares, collects, and summarizes required annual client satisfaction surveys and modifies program if necessary;
12. Utilizes modern software programs such as word processing, spreadsheets, and databases;
13. When necessary, drives a van and makes special trips as required for relief.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of transportation and scheduling methods; good knowledge of the geography of the county; ability to schedule and supervise others; skill in the use of modern software programs including word processing, spreadsheets, and databases; ability to use modern software programs at an acceptable rate of speed and accuracy; ability to maintain records, compile data, and prepare reports; ability to get along well with others; ability to understand and follow verbal and written instructions; ability to work independently; initiative; tact; courtesy; dependability; physical condition commensurate with the demands of the position.

SUGGESTED PROMOTIONAL QUALIFICATIONS: Two (2) years of non-competitive status as a full-time Aging Services Aide in the Niagara County Office for the Aging immediately preceding the date of exam.

OPEN COMPETITIVE QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation with an Associate's Degree or completion of sixty (60) credit hours; **OR**
2. Graduation from high school or possession of an equivalency diploma **AND** two (2) years of full-time paid experience which shall have involved driving as a major function of the duties, one (1) year of which must have involved leading the work of others.

NOTE: Degrees and/or credit hours must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT: Must have a valid New York State motor vehicle operator's license applicable to the operation of the automotive equipment to be used at time of appointment and for the duration of employment.