

DEPARTMENT: **DEPARTMENT OF SOCIAL SERVICES**
CLASSIFICATION: **COMPETITIVE**
APPROVED: **JULY 22, 2022**

TRANSPORTATION PROJECT COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for planning, organizing and directing transportation programs in the Services Division of the Department. The incumbent manages and allocates County vehicles to transport employees and clients to various appointments. The incumbent collaborates with appropriate Department of Social Services staff and transportation providers. The incumbent will rarely have direct interaction with recipients and thus must rely on constant input and communication with Department staff. General supervision is received from the Director of Social Services with leeway allowed for the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Oversees and schedules Undercare transports;
2. Tracks and bills for issued bus passes;
3. Schedules employee vehicle use requests;
4. Determines the grant transportation program that best suits the needs of clients based upon the availability of bus transportation;
5. Collaborates with caseworkers to determine clients' needs in order to ensure appropriate transportation;
6. Evaluates the utilization of the grant programs to determine the most efficient use of funds and recommends program changes;
7. Responds daily to phone requests for information;
8. Resolves issues such as client complaints related to transport policy, medical reimbursements, and/or scheduling conflicts;
9. Prepares periodic reports as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the geography of the county and available transportation providers; good knowledge of eligibility requirements for the provision of services; proficient skills in the use of personal computers; ability to maintain effective working relationships with co-workers, employers, transportation providers and the general public; ability to understand and follow verbal and written instructions; ability to prepare written reports; ability to communicate effectively verbally and in writing; ability to work independently; initiative; tact; courtesy; dependability; physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma; **AND** one of the following:

1. Graduation with a Bachelor's Degree **and** two (2) years of management, administrative, or first line supervisory experience; **OR**
2. Completion of two (2) years (60 credit hours) of college **and four** (4) years of management, administrative, or first line supervisory experience; **OR**
3. Six (6) years of management, administrative, or first line supervisory experience.

NOTE: Degrees and/or college credits 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.