

# FRANKLIN COUNTY

## TRANSPORTATION COORDINATOR

Revised: October 27, 2015

Position Description

Non-Exempt

### **OVERALL OBJECTIVE OF JOB**

To schedule and dispatch daily transportation routes for transportation riders of Franklin County that utilize our shared-ride services.

### **ESSENTIAL FUNCTIONS OF JOB**

1. Create and maintain manifests/schedules for next business day. Prioritize demand and subscription trips based on appointment time, purpose, and location assigning trips to available runs in in order for drivers to perform routes in a safe and timely manner.
2. Prepares, distributes and posts variety of reports to include, Next Day Run Sheet.
3. Notifies drivers of start time for following days schedules.
4. Dispatch paratransit vehicles as appropriate to scheduled riders for the passengers of Franklin County Transportation.
5. Modifies and update driver schedules on a real-time basis to deal with add-ons, cancellations, no-shows, will calls, and problems with late pickups.
6. Monitor computer and two-way radio for information regarding scheduling issues and answers all operator/driver inquiries/problems in a quick and efficient manner, including documenting details in trip history
7. Review a no-run list throughout the day to make sure all trips are scheduled.
8. Monitor the runs to ensure drivers are performing stops correctly and timely.
9. Maintain a constant review of upcoming trips for the day, as well as correct trips from prior days.
10. Manage an Alert screen to review trips and driver performance throughout the day.
11. Monitor driver attendance and on-time reporting.
12. Provide accurate reports as requested by management.
13. Use computer mapping tools to find and geocode addresses and make necessary changes as needed.
14. Assist with overflow calls by taking incoming calls from customers and service agencies in a friendly professional manner.
15. Partner with Back-Up Dispatcher to maintain coverage of dispatch responsibilities by communicating needs, keeping office staff informed of all unusual situations as they occur.
16. Maintain communication with Management regarding vehicle availability, driver, and other service issues.

# **TRANSPORTATION COORDINATOR**

Position Description

Page 2

## **ESSENTIAL FUNCTIONS OF JOB CONT'D**

17. Prepares route and performance reports as requested.
18. Handles and documents complaints, forwards information to management if complaint cannot be resolved.
19. Performs other duties as required.

## **OTHER DUTIES OF JOB**

1. Attends training, in-services, and meetings as required.
2. Performs other job related duties as required.

## **SUPERVISION RECEIVED**

Receives occasional instruction and supervision from department management team in regard to daily work duties.

## **SUPERVISION GIVEN**

None

## **WORKING CONDITIONS**

1. Works indoors in limited workspace, lighting, temperatures and ventilation.
2. High exposure to noise, stress and is subject to frequent disruptions.
3. Normal indoor exposure to dust/dirt.

## **PHYSICAL AND MENTAL REQUIREMENTS**

1. Must possess ability to record, convey and present information, explain procedures and follow instructions.
2. Must be able to sit for long periods of time with occasional standing, sitting, walking, reading and grasping as necessary to carry out essential job duties.
3. Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, torso as necessary to carry out job duties.
4. Sedentary work, with occasional lifting/carrying of objects with a weight of up to ten (10) pounds.
5. Must be able to pay close attention to details and concentrate on work, but still maintain awareness of the surroundings.

## **QUALIFICATIONS**

### **A. EDUCATION/TRAINING**

High School diploma or equivalent and computer skills needed.

### **B. WORK EXPERIENCE**

1. 2-4 years working experience in a secretarial/clerical environment, including experience with a variety of secretarial and administrative duties required.
2. Knowledge of Franklin County towns and roads preferred.
3. Experience managing service or delivery routes preferred.

# **TRANSPORTATION COORDINATOR**

## **Position Description**

Page 3

### **B. WORK EXPERIENCE CONT'D**

4. Transportation experience preferred.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

1. Enjoy working in a fast paced environment.
2. Ability to multitask.
3. Ability to learn scheduling software system.
4. Must be able to speak and understand the English language in an understandable manner in order to carry out essential job duties.
5. Must possess effective communication and interpersonal skills.
6. Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers, agencies and others.
7. Must possess ability to maintain confidentiality in regard to client information and records.
8. Must possess the organizational skills and ability to schedule transportation in an efficient and effective manner.
9. Must possess the ability to type and operate calculator accurately and maintain efficient records.
10. Must possess effective time management and organization skills and the ability to coordinate the large and varied transportation needs of the county and related agencies.
11. Must be able to maintain accurate data and records on computer programs and to prepare required reports.
12. Must possess initiative and problem-solving skills.
13. Must be able to act independently, have flexibility, and the ability to work effectively with others.
14. Must possess the ability to interact effectively with other departments and outside agencies with tact and discretion.
15. Must be willing to travel when necessary to perform essential job duties.
16. Must have the ability to prepare billings, reports and other documents needed for the job position.
17. Must be flexible with availability with time as hours of operation may vary.

**TRANSPORTATION COORDINATOR**

Position Description

Page 4

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I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THE POSITION OF TRANSPORTATION COORDINATOR AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

In compliance with the Americans With Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.