

**UNITED CEREBRAL PALSY ASSOCIATION  
OF GREATER SACRAMENTO, INC.**

**JOB DESCRIPTION**

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**NAME OF EMPLOYEE** (Last name first)

**SOCIAL SECURITY NUMBER**

Mr.  
Mrs.  
Ms.

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**POSITION:** Transportation Assistant

**PAY RATE:**

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**WORK IS:**

**DATE OF HIRE:**

Full-time

**DAYS & HOURS OF WORK:**

Hourly

**LENGTH OF LUNCH PERIOD:**

Part time

**WORK SITE:**

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**CLASSIFICATION:**

Exempt  Non-Exempt

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**BASIC FUNCTION:**

Responsible for assisting in the daily operations of the transportation department. Maintain communications with drivers and bus aides using 10-codes and professional radio etiquette. Maintain accurate log of route changes, passenger cancellations and unusual events of the day. Answer multi-line telephones, relay messages regarding current route changes and delays, provide clerical support for office staff, maintain cleanliness of office.

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**SUPERVISOR:** Reports directly to UCP Transportation Program Manager or, in his/her absence, UCP Transportation Supervisor.

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**QUALIFICATIONS:**

- ◆ Must obtain and maintain a Class B license and passenger endorsement
- ◆ Must meet insurance requirements related to driving;
- ◆ Knowledge of computer and various software programs including Microsoft Word and Excel;
- ◆ Knowledge of two-way radio ten codes and dispatch procedures.
- ◆ Knowledge of Sacramento geography;
- ◆ Demonstrate knowledge and skills in various clerical duties;
- ◆ Operational knowledge of office equipment including typewriter, photocopier, multi-line telephone fax machine and other basic office equipment;

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**DUTIES AND RESPONSIBILITIES**

1. Assist with answering the telephone and relaying messages to others in a timely manner:
  - a) Professional and courteous demeanor
  - b) Determine proper person to receive incoming calls and direct calls appropriately
  - c) Take messages and relay them on a timely basis

- d) Contact care providers and program staff to relay route changes and/or to obtain routine information about possible changes in schedules (i.e. holidays)
2. Assist with dispatching of drivers and routes. Accurately log unusual events in the Dispatch Log.
  3. Relay messages to and from drivers:
    - a) Effective use of two-way radio using ten-codes;
    - b) Contact drivers with route cancellations, additions, and other daily modifications.
    - c) Contact care providers and facilities with information about daily route modifications
  4. Document events of the morning and report information to Transportation Program Manager/Transportation Supervisor.
  5. Assist with routing/re-routing while maintaining appropriate documentation based upon transportation needs.
  6. Relay route cancellations, changes and other information to the drivers on an as needed basis.
  7. Assist with updating, maintaining and filing Client Emergency Forms, attendance forms, mileage forms, etc.
  8. Photocopying:
    - a) Knowledge of photocopying operations -- collating, two-sided copying, etc.
    - b) Routine maintenance of machine -- replace toner, correct paper jams, etc.
  9. Maintain a clean, orderly office environment including: Reception area, storage areas, individual offices, and break room.
  10. Accurate filing on a daily basis.
  11. Assist in maintaining supply inventory.
  12. Maintain adequate supply of drivers' documents.
  13. Other duties as assigned.

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**LINE OF AUTHORITY:**

For establishing policy: May recommend only

For incurring expenses: May incur expenses within approved program budget.

For personnel changes: May recommend only

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I have read and do understand the Personnel Policies.

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EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SUPERVISOR SIGNATURE

\_\_\_\_\_  
DATE

United Cerebral Palsy Association of Greater Sacramento, Inc., hires and promotes employees regardless of race, color, religion, ancestry, national origin, age (over 40 years), sex, marital status, medical condition or physical handicap.

