

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

JOB DESCRIPTION

NAME OF EMPLOYEE (Last name first)
Mr.
Mrs.
Ms.

SOCIAL SECURITY NUMBER

POSITION: Transportation Coordinator

PAY RATE:

WORK IS:

DATE OF HIRE _____

_____ Full-time

DAYS & HOURS OF WORK Monday – Friday

_____ Hourly

LENGTH OF LUNCH PERIOD

_____ Contractual

CLASSIFICATION: _____ Exempt _____ Non-exempt

BASIC FUNCTION:

Directs and coordinates activities of transportation operations department to obtain optimum use of equipment, facilities, and personnel; Dispatches communication between the office and transportation personnel; provides programs and homes with information related to transportation services; routes new passengers; documents changes in routes, passengers cancellations and unusual occurrences.

SUPERVISOR: Transportation Program Manager or Transportation Supervisor.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one year experience and/or training in the field of transportation management; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

- Drivers license class B
- Clean driving record
- Passenger endorsement
- Medical certificate
- VDDP

- First Aid certificate
- CPR certificate

Other Skills and Abilities

- Ability to lift 75 pounds
- Knowledgeable of local geography
- Ability to read a map
- Must pass post job offer physical
- Must pass drug screen

Computer Skills

Working knowledge of basic computer programs such as Microsoft Word, Excel and Access; ability to input data accurately.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information orally to other employees of the organization and/or outside personnel.

Mathematical Skills

Ability to add, subtract, multiply and divide; must be able to interpret numerical data in order to ensure efficiency of operations; must be able to transfer numbers accurately onto mileage forms. Keep accurate count of passengers.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or operate vehicle/equipment, or assist passengers. Regularly required to talk, listen/hear and interpret information. The employee is frequently required to stand; walk and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat and vibration. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually moderate.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Confers and cooperates with other management personnel in formulating administrative and operational policies and procedures.
2. Reviews and analyzes expenditure, financial, and operations reports to determine need for expansion of existing schedules or expansion of routes.
3. Prepares recommendations for management evaluation.
4. Recommends capital expenditures for acquisition of new equipment to increase efficiency and services of operations department.
5. Submits for approval requisitions for equipment, materials, and supplies within limits of department budget.
6. Enforces compliance with administrative policies, procedures, safety rules, and governmental regulations.
7. Directs investigations into causes of passenger or program complaints and responds accordingly.
8. Dispatches information through the effective use of two-way radio
 - a) Contact driver with passenger cancellations, additions, or other daily route changes.
 - b) Directs activities of the drivers by two-way radio.
 - c) Give clear directions from the Thomas Map guide to drivers while they are in route.
 - d) Accurately log unusual events on route
 - e) Log changes in the daily schedule.
 - f) Monitor routes to determine any delays, problems or changes.
 - g) Investigates overdue vehicles
 - h) Confers with others to expedite or locate missing, misrouted, or delayed passengers
 - i) Coordinates emergency calls and relays information and assistance involving other law enforcement and/or fire fighting agencies.
9. Routes new passengers in a timely and cost effective manner.
 - a) Advises Alta California Regional Center of passenger status.
 - b) Advise passenger of start date and scheduled pick up and drop off

c) Maintains and assures accuracy of UCP lefts and rights program.

10. Enters, updates and retrieves information related to drivers, passengers and vehicles.
11. Performs data input on a daily basis.
12. Maintains a clean, orderly office environment.
13. Follows Code of Safe Practices for the transportation department.
14. Submits all required paperwork in a complete and timely manner.
15. Checks repair requests and determines validity of needed repairs granting approval on all repairs up to \$1,000.
16. Other duties as assigned.

Supervisory Responsibilities

This job has supervisory responsibilities with respect to the following categories: drivers, relief drivers, temporary drivers, bus aides, service attendant and dispatcher/transportation customer service representative.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to

build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

LINE OF AUTHORITY:

For establishing policy: May recommend only

For incurring expenses: Within limits of budget

For personnel changes: May recommend only

I have read and do understand the Personnel Policies.

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, gender identity, marital status, medical condition, physical handicap, or veteran status.