

Age Well Senior Services, Inc.
Position Description

Job Title: Transportation Manager
Department: Transportation
Reports to: CEO
FLSA: Exempt

POSITION SUMMARY

Manages all transportation related to contracts and supervises Senior Non-Emergency Medical transportation. Develop and manage transportation call center room. Set and achieve call/ride weekly/monthly goals. Monitors calls, customer service. Monitors agents and call center performance. Establish maximum efficiency of inbound calls and scheduling. Must have experience in Route Match logistics software program.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following: (Other duties may be assigned.)

Representative duties include:

1. Prepare monthly County Transportation reports.
2. Manage Scheduling of daily routes to ensure maximum cost efficiency.
3. Supervise vehicles and drivers to meet the needs of each route/Evaluate efficiency/Train staff as needed.
4. Monitor and manage dispatching and scheduling.
5. Maintain constant communications with drivers and transportation staff.
6. Responsible for overseeing fleet maintenance costs.
7. Collects, maintains, and reports fleet's maintenance and usage records for CALTRANS.
8. Oversee the compliance of DOT, CHP and DMV regulations.
9. Manage scheduling programs and database.
10. Gather, input, and analyze data for performance reports.
11. Create and send monthly, quarterly, and yearly reports and invoices for services provided to Cities, Senior Centers, OCTA, Caltrans and Mission Hospital.
12. Collect and reconcile funds for City Senior Mobility Program(s).
13. Operate radio and communication equipment.
14. Assist in the communication between internal departments and transportation staff.
15. Attend seminars, conferences, and/or meetings pertaining to transportation issues at the Local, State and Federal level.
16. Coordinate driver training meetings and maintains documentation for local, state, and federal compliance.
17. Partner with Marketing to promote and advertise Transportation services.

SUPERVISORY RESPONSIBILITIES

Supervise all transportation program staff and contractors to assure safety and continuity in the transportation program. When Logistics/Transportation Representative is not available this position assumes responsibilities and ensure coverage.

Oversees call center room, call coverage and scheduling.

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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION & EXPERIENCE

Graduate of an accredited College/University preferred
Proficient in Route Match scheduling software required.
Proficient in MS Word, Excel

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, procedure manuals and reports.
Ability to communicate effectively

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

CERTIFICATES, LICENSES, REGISTRATIONS

Class B license, passenger endorsement required.
DMV/CHP approved commercial driver/passenger driver trainer certificate preferred.
Substance abuse prevention and drug and alcohol testing program certification preferred.

REASONING ABILITY Levels of mental activity include the following:

Ability to multi-task

Demonstrates positive attitude with the ability to exercise independent judgment.

High level of customer service, particularly in dealing with frail elderly and disabled clients and their families.

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 talk and hear. The employee frequently is required to stand, walk, sit and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must occasionally lift and move up to fifty pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception and the ability to adjust focus.

Please note that this job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

The employer has the right to revise this job description at any time. This job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason, with or without notice, with or without cause.

This position requires the full understanding and active participation in fulfilling the mission of Age Well Senior Services. It is expected that the employee demonstrate behavior consistent with the core values. The employee shall support Age Well Senior Services strategic plan.

Works effectively with co-workers, customers and others by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues;

addressing problems and issues constructively to find mutually acceptable and practical business solutions; addressing others by name, actions, words and deeds.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

Department	Position
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This job description is intended to describe the nature and level of work being performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities and duties required of the job incumbents.

Upon review of the job description and requirements:

- I am able to perform the essential functions of the job.
- I am not able to perform the essential functions of the job without accommodations.

Please list the accommodations needed to perform the job functions.

- I am not able to perform the essential functions of the job even with accommodations

I have received a complete copy of the job description and understand the requirements of the job. This job description has been reviewed with my Supervisor.

Employee Name (Please Print): _____

Employee's Signature: _____

Date Received: _____

Supervisor Name (Please Print): _____

Supervisor's Signature: _____

Date Reviewed: _____