

MAJOR FUNCTION

This is responsible clerical, administrative, and supervisory work, scheduling all paratransit trips for Dial-A-Ride and other community transportation services for StarMetro. Maintains and updates the Trapeze Pass scheduling software system. Supervises all temporary and/or OPS paratransit drivers. Work is performed with considerable independence and under the general supervision of the Mobility and Special Transportation Coordinator. Work is reviewed through observation and inspection for accuracy through internal controls and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Researches and analyzes all paratransit trip requests and schedules trip utilizing the most effective and efficient vehicle and route. Maintains updates and enters trip information into as well as makes updates due to changes in roads, addition of new buildings, dwellings into the Trapeze PASS system. Coordinates all drivers' training. Receives and routes complaints to appropriate personnel for timely resolution. Operates paratransit vehicle when necessary. Recommends the selection, transfer, advancement, discipline or discharge of temporary and/or OPS subordinate personnel. May recommend the approval or disapproval of merit. Performs related work as required.

Other Important Duties

Acts in absence of immediate supervisor or Supervisor-Transit Services when needed. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of scheduling and/or dispatching databases and software. Considerable knowledge of the local area roads and buildings. Knowledge of traffic laws, ordinances, rules and driving courtesies. Knowledge of alternative transportation options within our community. Knowledge of the operation and maintenance of passenger carrying vehicles. Ability to deal with many types of people, especially the elderly, mentally and physically handicapped. Knowledge of the special needs associated with transporting the elderly and handicapped citizens. Ability to work under pressure and maintain a high level of accuracy. Ability to follow complex orders and/or written instructions. Ability to establish and maintain a good working relationship with peers, supervisors, and the general public. Ability to maintain and analyze records, to prepare complex records and reports. Ability to exercise good independent judgment in making decisions. Ability to successfully complete sensitivity training and to understand other vehicle training requirements. Must be bondable. Ability to communicate effectively and concisely, orally and in writing. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and three years of experience that includes paratransit dispatch or scheduling, or driving a paratransit vehicle; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess the appropriate State Commercial Driver's License (CDL) and endorsement (s) at the time of appointment, or must have passed the appropriate written CDL test/endorsement (s) and obtained a CDL permit at the time of appointment and obtain the appropriate CDL licensure within 60 calendar days from date of employment as a condition for continued employment.

Established: 06-18-15