SENIOR CENTER ASSISTANT - TRANSPORTATION

DEFINITION
Under general supervision, schedules transportation services for Senior Citizens and disabled persons.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Schedules transportation services for Senior Citizens and disabled persons;
- Contacts drivers to schedule driving hours;
- Monitors and assures timely delivery of transportation services;
- Communicates cancellations, pick-ups and other dispatch information to drivers by phone, in-person or radio;
- Inputs rider-ship numbers to systems database;
- Prints statistical reports and delivers to upper management.
- Reviews vehicle safety rules and regulations with drivers and volunteers;
- Verifies driver license qualifications and schedules certification or vehicle instruction updates;
- Tracks and maintains vehicle records and maintenance;
- Responds to complaints from clients.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledge of vehicle safety rules and regulations, and of vehicle record and maintenance tracking methods.
- Skilled in scheduling, organizing and maintaining transportation requests, in oral and written communication, and in establishing and maintaining effective working relationships with staff, clients and other management.
- Ability to operate a personal computer and business software to independently perform essential job duties.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking and bending. May be exposed to repetitive motion, vision to monitor and moving traffic.

QUALIFICATIONS
A high school diploma or equivalent, AND two (2) years experience in public transportation planning; OR an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California driver's license. This position participates in the Department of Transportation Drug and Alcohol Program.