

**MAJOR FUNCTION**

This is a supervisory level position coordinating the administrative services needed to support demand responsive transportation services provided by StarMetro. The work includes supervision of telephone call intake for Dial-A-Ride and the Community Transportation Coordinator (CTC), preparing reports, processing administrative and financial documents and program auditing. Work is performed under the direction of the Superintendent-Paratransit Services and is reviewed through conferences, reports, conversation, and objectives obtained.

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

Trains, supervises and monitors performance of telephone call intake center staff. Schedules Dial-A-Ride services. Collects data for and prepares optional and required operational reports, payroll, accounts receivable/payables, and purchasing. Prepares and submits weekly, monthly and yearly reporting for contracted service providers and agencies purchasing demand responsive transportation services. Develops and administers a training program for carrier operators. Receives and routes complaints regarding demand responsive transportation services to appropriate personnel for resolution. Assists in the preparation of the division's budget and monitors funding usage in consideration of agency allocations. Conducts audits of local transportation carriers in accordance with established standards. Recommends the hire, transfer, advancement, discipline, grievance adjustment and discharge of unit personnel. Conducts performance reviews for unit personnel and recommends the award or withholding of merit. Performs related work as required.

**Other Important Duties**

Attends conferences and training sessions to maintain and improve level of service. Interacts and assists in coordinating operator staffing, in compliance with established standards. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of effective and efficient operations of special transportation services. Considerable knowledge of operating principles and scheduling procedures for demand responsive transportation. Ability to supervise, coordinate and integrate the activities of the telephone call intake unit with other services provided by StarMetro. Ability to plan, organize and supervise work of subordinates in a manner conducive to full performance. Ability to write and compile reports and perform clerical and administrative support functions. Ability to implement department and city policies and procedures. Ability to communicate effectively, orally and in writing. Ability to establish and maintain effective working relationships with subordinates, peers, supervisors, and the general public. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of an associate's degree and four years of experience that includes mass transportation general operations or administration; or an equivalent combination of training and experience. Experience in telephone call intake, scheduling and dispatch or another demand-response operation may substitute for up to two years of the required mass transportation experience. Education beyond the two year college level may substitute for two years of the required mass transportation experience only.

Established: 05-04-02  
Revised: 04-22-04\*  
01-06-06  
07-23-11\*