

SENIOR CENTER SERVICES AIDE – TRANSPORTATION

DEFINITION

To perform coordination, implementation and oversight of the Senior Transportation Service including dispatching, driver and vehicle fleet supervision, Department of Transportation compliance, vehicle fleet maintenance, maintenance and preparation of required daily and monthly reports; and to provide administrative support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level administrative support Senior Center Services Aide class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

Exercises technical and functional supervision over part-time staff and volunteers.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Prepare and organize daily transportation schedule to ensure timely and safe service for seniors and persons with disabilities.

Dispatch drivers to various locations and coordinate daily transportation routes, vehicles used, number of drivers needed.

Prepare written transportation and pre-trip inspection reports daily for each vehicle operated through the Senior Center.

Compile and analyze passenger, rides, and vehicle data for daily and monthly reports, assist in the development and use of budget.

Oversee certification and eligibility requirements for San Pablo Senior Transportation Service.

Participate and attend meetings and trainings related to transportation rules and regulations.

Assist in conducting outreach activities including partnerships with local businesses and community groups to promote transportation services and increase ridership.

Develop policies and procedures related to transportation services, as needed.

Work with Senior Center staff to coordinate monthly schedule of social trips, registration and collection of fees.

Provide orientation and training to part-time and full time drivers.

Ensure drivers are performing all their necessary tasks and responsibilities, assist in hiring and evaluating the performance of staff.

Report misconduct of passengers and/or drivers. Resolve complaints efficiently and in a timely manner, notify supervisor as necessary.

Schedule and maintain records of vehicle repairs and maintenance; prepare and follow up on all accident and/or incident reports.

Oversee cash and monetary transactions for various transportation discount programs, such as East Bay Paratransit and AC Transit tickets.

Provide transportation information and referral services for other resources available in the community.

Provide information and knowledge of daily Senior Center activities, events and services.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic principles and practices of program coordination and implementation.

Basic methods and techniques of delivering door-to-door transportation to seniors and individuals certified under the ADA.

Methods and techniques of dispatching commercial passenger vehicles.

Modern office procedures, computer software and equipment and record keeping

Principles and practices of technical and functional supervision and training.

Streets, landmarks, and geography of the City of San Pablo.

Pertinent federal, state and local laws, codes and regulations governing transportation for seniors and individuals certified under the ADA.

Ability to:

Oversee all aspects of the San Pablo Senior Transportation Service.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Work independently as well as to adhere to oral and written instructions.

Calculate and reconcile cash and other monetary transactions.

Drive passengers vans and vehicles, as necessary.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software; prepare and maintain accurate computerized records, reports and databases.

Adapt to changing technologies and learn functionality of new equipment and systems.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work including culturally diverse seniors and persons with disabilities and provide excellent customer service.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience in the operation of a Senior Transportation Program or other municipal programs or services.

Training:

Equivalent to the completion of the twelfth grade supplemented by training related to area of assignment.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

ESTABLISHED: SEPTEMBER 2014

REVISED/UPDATED: MARCH 2019

FLSA: NON-EXEMPT