

# **March 2011 Transportation Options Coordinator Job Description**

**Exempt:** Yes  
**Department:** Transit Department (JETS)  
**Reports To:** Transit Director  
**Location:** JETS Administrative Offices  
**Date Prepared:** April 30, 2010  
**Date Revised:** September 15, 2011

## **GENERAL DESCRIPTION OF POSITION**

This position is responsible for transportation planning, travel coordination, resource development and travel training within the City of Jonesboro for the elderly, persons with disabilities, and those with significant income limitations who seek health care, independent living, job training and employment opportunities.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Providing service to clients under the established coordinated transportation plan. This duty is performed daily.
2. Contacting/meeting with users and providers of public transit and human services transportation. This duty is performed daily.
3. Maintaining records. This duty is performed daily.
4. Submitting reports. This duty is performed daily.
5. Coordinating required training, resource procurement, vehicle maintenance, and other allied functions. This duty is performed weekly.
6. Conducting community outreach. This duty is performed monthly.
7. Developing transportation resource materials. This duty is performed monthly.
8. Adhere to all safety guidelines and report any unsafe condition to my supervisor. This duty is performed irregularly.
9. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as advanced accounting, marketing, business administration, finance, etc. Equivalent to four years of college, plus 19 to 23 months related experience and/or training. Or equivalent combination of education and experience.

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

None.

## **SUPERVISORY RESPONSIBILITIES**

None.

## **COMMUNICATION SKILLS**

Ability to read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees.

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane, algebra, solid geometry and trigonometry.

## **CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

## **SUPERVISION RECEIVED**

Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required.

## **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

## **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

## **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

## **ACCURACY**

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **PUBLIC CONTACT**

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of major importance and failure to exercise proper judgment can lead to substantial losses to the organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

None

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

None

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Accounting, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Basic: Alphanumeric Data Entry, Contact Management, Database

## **ADDITIONAL INFORMATION**

Not indicated.

## **PHYSICAL ACTIVITIES**

The following physical activities 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 and expectations.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk, sit, reach with hands and arms; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.