

# **March 2011**

## **Paratransit Coordinator**

### **Job Description**

**Exempt:** No  
**Department:** JETS  
**Reports To:** Transit Supervisor  
**Location:** JETS, 2630 Lacy Drive., Jonesboro, AR 72401  
**Date Prepared:** November 12, 2008  
**Date Revised:** September 07, 2011

#### **GENERAL DESCRIPTION OF POSITION**

To coordinate the comprehensive operation of the JETS paratransit service and to serve as the JETS support staff.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Schedules paratransit buses from request from clients for services. This duty is performed daily.
2. Records driver manifest , RiderTRAC tally sheets, daily records of fuel purchases. This duty is performed daily.
3. Answers and assist incoming calls, and provide customer service for people entering facility. This duty is performed daily.
4. Maintains PT client records and office files. This duty is performed weekly.
5. Compiles ridership daily information and prepares weekly and monthly reports. This duty is performed daily.
6. Keeps inventory of uniforms. This duty is performed weekly.
7. Prepares payroll records for the department. This duty is performed weekly.
8. Creates spreadsheets for various report. This duty is performed irregularly.
9. Assist in preparation of annual operational reports as required. This duty is performed irregularly.
10. 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**

High school, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 to 11 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 effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

## **CRITICAL THINKING SKILLS**

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

## **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

## **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

## **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**

Light mental demand. Operations requiring intermittent directed thinking to carry out predetermined procedure or sequence of operations of limited variability. Operations requiring intermittent attention to control machine or manual motions.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

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

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

## **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**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

## **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**

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Spreadsheet

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Payroll Systems, Word Processing/Typing

## **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 talk or hear; regularly required to sit, use hands to finger, handle, or feel; occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close 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.