**TRANSPORTATION PROGRAM COORDINATOR POSITON DESCRIPTION**

**Reports to:**  Mobility Manager

**Responsibilities:** Coordinate and facilitate day to day operations of the NEW Freedom Transportation program under the general supervision of the Mobility Manager. Work cooperatively with Transportation team and external partners in assisting with the development and coordination of providing methods to increase transportation options for people with disabilities and frail elder consistent with the Independent Living Philosophy and CILWW strategic objectives.

**Essential Functions:**

* Oversee and provide supervision of activities of transportation staff in day to day operations of providing transportation services.
* Taking ride requests, creating rider profiles, scheduling of rides, obtaining authorizations prior to assigning driver, match riders with available driver to meet transportation goals (dispatching), entering rides into PcTrans upon assignment of ride for assigned county. (as backup)
* Work with software company regarding any issues in utilizing program
* Complete intake assessments and enrollment for voucher program.
* Continuing relationships with community partnerships established by the Mobility Manager
* Maintain accurate monitoring and record keeping procedures on Transportation and CILWW projects and issues
* Provide transportation reports in a timely manner (internal & external)
* Complete monthly billing within timely filing deadlines.
* Assist Mobility Manager and organization with trainings, orientations and monthly staff meetings.
* Process incident reports with follow up to involved persons: ie: MM, care managers, transportation staff
* Oversee the completion of the monthly newsletter
* Provide information and referral through customer service
* Establish and maintain expertise on rural transportation
* Processing mileage logs and billings (as backup)
* Fulfill objectives of all CILWW transportation objectives while establishing and maintaining knowledge on CIL’s transportation programs
* Participate in appropriate staff development and training opportunities on transportation issues
* Promote Independent Living philosophy and disability awareness and programs
* Communicate effectively utilizing phone equipment and computer
* Complete all requirements for Certification as a Mobility Manager (WAMM)
* All other assigned duties

**Qualifications:**

* General Office equipment and Computer experience in Access, Excel, and Outlook
* Experience in maintaining records to meet project/grant objectives
* Ability to work independently and as a team member
* Creative and knowledgeable of community resources
* Good written and verbal communication skills
* Ability to travel independently
* Office experience

**Skills and Demands:**

* Language skills: ability to read and interpret documents. Ability to write reports. Ability to speak effectively.
* Mathematical skills: ability to add, subtract, multiply
* Reasoning skills: ability to apply common sense understanding to carry out agency goals and follow instructions furnished in written and oral form.
* Physical demands: able to successfully perform the essential functions of their job.

I have read and understand the above information

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Employee Signature Date

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Supervisor Signature Date