



North East Community Center Position Description

Title: Transportation Program Assistant

Classification: Part-time, hourly, limited benefits apply

Hours: Non-exempt, hourly position, up to 15 hours per week

Primary Role: The Transportation Program Assistant's role is to assist the Transportation Director in managing North East Dutchess Transit (NEDT), NECC's transportation program. NEDT provides non-emergency, accessible van and car service to adult residents of northeastern Dutchess County, prioritizing medical transportation to seniors and persons with disabilities.

Responsibilities:

Client Contact: The Assistant will collect new client information, including required demographic data, and specific details about ride requests. Working with the Transportation Director, the Assistant will help clients understand their transportation options, address their concerns, coordinate their medical and other appointments, and solve problems as they arise. This position requires excellent customer service skills, patience, and problem-solving ability. Most communication with clients is done by phone, but occasionally it occurs in the transportation office or by e-mail.

Booking and Scheduling:

- The Assistant will enter client and ride information accurately in the Transportation Daily Communication ("TDC") Google sheet, the New Client Registration document, and other records as appropriate (these systems may evolve over time).
- The Assistant will enter ride requests in *Dispatchbot* software, schedule rides, and communicate details back to clients and drivers (during regular working hours).
- Information about clients' special needs, cancellations, driver changes, or other information that affects service will be communicated to the Transportation Director, and to drivers and clients as appropriate.

Data Collection: The Assistant will generate data for monthly and quarterly reports and outreach presentations as requested by the Transportation Director. Other data collection tasks may include:

- Collecting odometer sheets from vehicles
- Entering vehicle mileage into a spreadsheet
- Collecting and recording donation data

Other Duties: As a member of the NECC and Transportation staff, the Assistant will:

- Communicate regularly with the Transportation Director and staff to discuss progress and resolve problems.
- Report to and work as a team with the Transportation Director
- Work directly with the public
- Assist with driver management (communicate drivers' issues or concerns to the Transportation Director and help to resolve them)
- Communicate with other NECC staff, who may refer clients or request information about the program
- Drive a client if an extenuating circumstance exists (occasional/rare)

- Participate in required staff and team meetings.
- Follow all NECC Policies & Procedures.
- All other duties as assigned.

Required Skills and Behaviors:

- Team-oriented and able to work well within a team and independently.
- Approaches work in an organized way
- Ability to work with people from diverse ethnic, cultural and socioeconomic backgrounds.
- Utilizes proactive thinking and problem-solving skills.
- Ability to maintain patient, professional demeanor when dealing with clients and co-workers.
- Ability to responsibly manage confidential and/or sensitive information.
- Flexible, adaptable and consistent.
- Models NECC values at all times.

ADA Requirements

- Must be able to climb stairs
- Able to use a computer and mobile technology

Qualifications:

- Commitment to and experience with customer service
- Knowledge of and experience with meeting the special needs of target populations (seniors, people with disabilities, people with limited English language skills)
- Computer literacy; strong skills with Microsoft Word and Excel
- Ability to organize and keep track of information from many channels
- Excellent written and verbal communications skills
- Commitment to teamwork
- Spanish language skills highly desirable
- Familiarity with the geography of Dutchess County a plus
- Familiarity with the region's health care service network a plus
- 25 years of age or older (insurance requirement for driving)
- Current driver's license.
- Completes background check through central database and DMVR check.

Supervisor/Reporting Relationship(s):

Angela Gonzalez, Transportation Director, Direct Supervision
 Anna Clune, Program Director
 Christine Sergent, Executive Director

Effective: December 4, 2018

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