

## **CITY OF FONTANA SENIOR TRANSPORTATION SPECIALIST**

**DEFINITION:** Under supervision, coordinate and lead up to 10 Transportation Specialist drivers; coordinate the day to day operations of the transportation program which includes organizing route schedules and assisting in planning and implementing various projects in order to enhance the transportation program.

**ESSENTIAL FUNCTIONS:** The employee must have the ability to:

- Communicate with drivers via two-way radio; address any issues or concerns that arise in order to ensure quality control.
- Assure that all drivers are notified of participants that have special needs, such as service dogs and/or personal care attendants that accompany participants, oxygen tanks, mobility aids (motorized wheelchairs, manual wheelchairs, walkers, canes), dialysis patients, etc.
- Prepare a list of emergency contact information for drivers in case of emergency such as an accident, property damage, and natural disaster.
- Distribute and collect van driver timesheets every two weeks.
- Responsible to react and report to immediate supervisor any/all concerns reported by drivers.
- Perform duties of a Transportation Specialist driver as needed
- Respond to emergency situations as reported by a driver and complete and process incident/accident reports.
- Verify all senior van passes are current and passengers' contact information is up to date and that all van riders understand and have signed a City of Fontana waiver of liability form.
- Answer phone calls, schedule and confirm appointments, and troubleshoot as needed throughout the day.
- Organize route schedules for three routes each operational day (North, Central, and South). Provide to the drivers all pertinent information needed to accurately complete their route schedule, including passenger's address, phone number, and the destination. If the destination is for a scheduled appointment, the appointment time will be included.
- Review the route schedules to ensure that the pickup times are manageable and will update the route schedule in the computer system.
- Assist in planning and implementing various projects in order to enhance the transportation program including researching various federal and local grant opportunities.
- Create a marketing plan for the transportation program to attract new participants and employees.
- Operate a computer and related software.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged standing, sitting, walking on level or unleveled and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. Incumbents may be required to lift, carry and/or push objects weighing 25 pounds or more. This position requires near and far vision for reading written documents and in the observation of participants during activities. Acute hearing is also required in providing customer service to public and /or assistance in facility, classroom, or outdoors.

**EXPERIENCE AND TRAINING GUIDELINES**

**Experience:** Two (2) years of increasingly responsible experience in recreation and/or community services program areas. Experience in Bus/Passenger Van operations which included dispatching of same is highly preferred. Employee must have a valid CA Class B Driver's License with passenger endorsement and a good driving record and must maintain a good driving record during employment.

**Education:** Possession of a High School diploma or equivalent required with some upper division college coursework preferred.