

MAJOR FUNCTION

This is a supervisory level position coordinating the administrative services needed to support demand response transportation services provided by StarMetro. The work includes supervision of the Control Center, preparing reports, processing administrative and financial documents and program auditing. Work is performed under the direction of the Assistant Para-Transit Manager and is reviewed through conferences, reports, conversation, and objectives obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Trains, supervises and monitors performance of telephone call intake center staff. Schedules Dial-A-Ride services. Collects data for and prepares optional and required operational reports, payroll, accounts receivable/payables, and purchasing. Prepares and submits weekly, monthly, and yearly reporting for contracted service providers and agencies purchasing demand responsive transportation services. Develops and administers a training program for carrier operators. Receives and routes complaints regarding demand responsive transportation services to appropriate personnel for resolution. Assists in the preparation of the division's budget and monitors funding usage in consideration of agency allocations. Conducts audits of local transportation providers in accordance with established standards. Recommends the hire, transfer, advancement, discipline, grievance adjustment and discharge of unit personnel. Conducts performance reviews for unit personnel and recommends the award or withholding of merit. Performs related work as required.

Other Important Duties

Attends conferences and training sessions to maintain and improve level of service. Interacts and assists in coordinating operator staffing, in compliance with established standards. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of effective and efficient operations of special transportation services. Considerable knowledge of operating principles and scheduling procedures for demand responsive transportation. Ability to supervise, coordinate and integrate the activities of the telephone call intake unit with other services provided by StarMetro. Ability to plan, organize and supervise work of subordinates in a manner conducive to full performance. Ability to write and compile reports and perform clerical and administrative support functions. Ability to implement department and city policies and procedures. Ability to communicate effectively, orally and in writing. Ability to establish and maintain effective working relationships with subordinates, peers, supervisors, and the general public. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree and two years of experience that includes mass transportation general operations or another demand response operations, scheduling and dispatch, or administration; or an equivalent combination of training and experience. A master's degree may substitute for one year of the required experience.

Established: 05-04-02
Revised: 04-22-04*
01-06-06
07-23-11*
09-27-22
02-08-23