
POSITION TITLE: VOLUNTEER COORDINATOR /DISPATCHER

REPORTS TO: Transportation Director

SUPERVISIVES: Volunteers

STATUS: Non-Exempt

SUMMARY:

Dispatches/Interviews passengers to schedule appropriate transportation needs. Answers sensitive customer inquiries. Recruits, trains, evaluates and provides supervision to 20-30 volunteer drivers in the Tri-County area. Ensures compliance of contract requirements. Compiles and prepares for review and distribution various reports and documents. Works independently and abides by confidentiality requirements.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- * Serves as confidential coordinator to the Transportation Division Director.
- * Receives incoming calls; screens and routes calls to appropriate individuals or departments; takes and routes messages; provides general information within scope of knowledge and authority.
- * Assists in monthly billing and reconciliation for Transportation Division.
- * Develops and maintains efficient manual and automated filing and reporting systems to ensure proper evaluation and documentation of referrals and assigned services and retrieves documents and information as necessary.
- * Prepares necessary, forms, reports and correspondence. Assists with special projects and data collection.
- * Remains current on state and federal policy, procedure, and regulations governing assigned programs.
- * Provides data entry into program database system; coordinates data entry of client information by collecting, organizing and monitoring the information from staff.
- * Assists customers with accessing resources via direct assistance and/or referral. Provides program-related resources and information to the public, in person and by telephone.
- * Collects client information, checks for accuracy and completeness. Enters client data into computer for scheduling and tracking trips. Compiles statistics and program information as required.
- * Schedules client trips with staff and volunteer drivers. Provides specific information to clients to facilitate scheduling of trips.

- * Creates, maintains, and distributes volunteer applications packets to potential volunteers.
- * Oversees completion of criminal history and fingerprint checks, conducts reference, insurance, background and driver abstracts as needed.
- * Provides new volunteer training; to include most current policies and procedures.
- * Monitors volunteer reimbursement forms for accuracy for multiple funding sources.
- * Completes volunteer customer surveys and reviews the outcomes with the volunteers.
- * Provides monitoring of and directs the day-to-day activities of the Volunteer Drivers. Assist in conducting performance evaluations and performance plans for Volunteer Drivers.
- * Assist Volunteer's in marking APS/CPS reports when needed.
- * The main contact to make referrals from volunteer passenger contact.

KNOWLEDGE, SKILLS AND ABILITIES:

- Dispatch experience. Knowledge of client assessment techniques and service plan development. Ability to analyze and evaluate program needs and recommend corrective action to resolve problems.
- Extensive knowledge of federal, state, and local policies, procedures, and regulations applicable to area of assignment.
- Knowledge of modern office procedures, practices and equipment.
- Knowledge of business English, grammar, spelling, punctuation and composition.
- Knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- Ability to organize and interpret data. Prepare reports, correspondence and documentation.
- Ability to treat sensitive information and material with the appropriate level of confidentiality.
- Ability to communicate effectively both orally and in writing with staff and the general public using tact, courtesy and good judgment to provide clear explanations of Agency or department policies and procedures.
- Ability to establish and maintain effective working relationships with agency staff, and the general public.

- Ability to organize and prioritize work independently with a minimum of supervision.
- First Aid/CPR Trained.
- This is a Safety Sensitive Position (Follows the Drug and Alcohol Policies).

REQUIRED EDUCATION AND EXPERIENCE:

Has a Class B or C CDL with Passenger or Student endorsement,

High School diploma; four years progressively responsible experience as a secretary or administrative assistant, and two years computer data entry experience;

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.