



## JOB DESCRIPTION

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**JOB TITLE:** Transportation Coordinator

**JOB CODE:** 3390

**DEPARTMENT:** Community Services/Senior Services

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Manager of Senior Services & Transportation

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### SUMMARY OF JOB PURPOSE

Directs and coordinates the County transportation program and senior services transportation program, including Meal-on-Wheels delivery program.

### ESSENTIAL FUNCTIONS

1. Plans, develops, and implements effective driver and vehicle operations for area of coverage; responsible for the vehicle operations within established geographic boundaries, providing services directly with County vehicles and personnel.
2. Directs the activities and functions of assigned staff; coordinates, prioritizes and assigns tasks and projects; develops work schedules and tracks activities; participates in the interview process and training of new employees; listens and responds to employee problems, concerns, and complaints and suggests solutions that may rectify the situation; provides input in the preparation of employee performance evaluations.
3. Assists the general public, customers, and/or county employees in person, by telephone and/or e-mail answering inquiries related to department services, programs, and records; receives complaints and attempts to resolve them; explains rules, policies, and procedures; researches questions, when appropriate, to provide accurate information; resolves issues and/or directs customers to the appropriate department/individual for resolution.
4. Maintains an assortment of statistical information on activities and prepares a variety of routine informational and/or statistical reports; creates and maintains spreadsheets, database information, and other various documents utilizing word processing, spreadsheet, or database software.
5. Coordinates the vehicle maintenance and training of assigned staff; provides training to staff on special equipment, such as wheelchair lift and associated tie downs; ensures that staff is operating courteously and in an efficient manner in accordance with quality objectives; schedules drivers and assigns routes; determines most efficient and economical routing and mode of transportation.
6. Responsible for ensuring work is completed in a safe manner; practices and promotes safe work habits and enforces safety regulations and the County's safety policy; initiates changes designed to improve control and efficiency of vehicle operations; may perform the duties of Van Driver, as necessary.
7. Assist in the administration of department budget, prepares budget reports, track expenditures, and compiles annual budget requests; performs payroll activities such as maintaining records of time worked, overtime, leaves, and absences.

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This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



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#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION and/or EXPERIENCE

High School Diploma, or equivalent, and three (3) years previous experience in a related field, with at least one (1) of those years at a supervisory level; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.

#### LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; write routine reports and correspondence; speak effectively before the general public and/or employees of the County.

#### MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; apply concepts of basic algebra and geometry.

#### REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations.

#### OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of laws, rules, and regulations for operation of a motor vehicle in the state of Nevada; streets and roads locations within the county; basic recordkeeping practices; principles of customer service, ADA passenger techniques, principles of defensive driving, and elder abuse response protocols.

Ability to deal effectively with a variety of individuals from various socio-economic, ethnic and cultural backgrounds; maintain accurate records of work; operate communication/radio equipment; skills in driving a van or shuttle bus in a safe manner; interact effectively with disabled individuals and others needing special assistance.

Basic proficiency level utilizing Microsoft Office applications including Excel, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

#### CERTIFICATES, LICENSES, REGISTRATIONS

Valid Class B CDL with a passenger endorsement and an acceptable driving record; Current First Aid and CPR certification.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

#### **WORKING ENVIRONMENT**

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines. Occasionally, work is performed in a vehicle where the physical demands require sitting for extended periods of time, standing, and seeing to its operation; operation of vehicle may be under potentially hazardous conditions involving road construction, in-climate weather, traffic hazards, exposure to fumes and loud noise; may be required to lift and/or push wheelchairs and other items; may require physical exertion in cleaning and inspecting vehicles.

**I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.**

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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