

TRANSIT SERVICES COORDINATOR

The Transit Services Coordinator coordinates and oversees the daily operations of the Hancock County Senior Services public transportation program, Ride Hancock. This position ensures safe, reliable, and efficient transportation services by managing scheduling, supporting transportation staff, monitoring compliance requirements, and maintaining accurate operational data. The Transit Services Coordinator serves as a key member of the Hancock County Senior Services team by promoting excellent customer service, supporting staff development, and collaborating with leadership to meet the transportation needs of Hancock County residents including older adults and individuals with disabilities.

Core duties include:

❖ Transportation Operations

- Oversee daily operations of the passenger transportation program to ensure safe, efficient, and effective service delivery
- Utilize transportation resources to maximize passenger trip availability and operational effectiveness
- Develop and support goals and objectives for the transportation program
- Monitor transportation trends, passenger needs, and operational data to assist with forecasting future system needs
- Collaborate with the Executive Director and Director of Operations regarding transportation performance, needs, and improvements
- Maintain department operations within established budget guidelines
- Collect revenue daily and submit to Director of Operations for weekly deposit
- Ensure transportation funds are properly documented and secured
- Work with the Director of Operations and Front Office Manager to regularly order supplies and oversee funding within budget

❖ Scheduling & Dispatch Support

- Work with dispatch staff to schedule passenger trips and coordinate changes while maintaining efficient service delivery
- Maintain accurate transportation scheduling information for dispatchers and drivers
- Review and approve transportation staff time-off requests
- Monitor attendance, verify timesheets, and submit payroll information for processing
- Assist with coordinating transportation staffing needs to ensure adequate coverage

❖ **Staff Support & Team Development**

- Build positive working relationships with transportation and office staff to encourage effective communication and teamwork
- Promote and model excellent customer service standards among transportation staff
- Support, mentor, and encourage transportation team members in addressing challenges and improving performance
- Assist with scheduling and facilitating monthly driver meetings and other required training
- Provide dispatch and staff training as needed

❖ **Compliance & Safety**

- Collaborate with the Executive Director and Director of Operations to ensure compliance with Federal Transit Administration (FTA), Indiana Department of Transportation (INDOT), Hancock County, and other funding source requirements
- Assist with maintaining required transportation records and documentation for compliance reviews
- Review transportation incident reports and forward information to the Director of Operations
- Work with the Safety Advisor/Driver and Director of Operations to maintain the Preventative Maintenance Plan and ensure vehicles are properly maintained
- Assist with scheduling required pre-employment and random drug and alcohol testing
Serve as a backup Drug & Alcohol Program Manager
- Maintain accurate transportation records necessary for reporting and compliance purposes
- Maintain confidentiality of client, employee, and organizational information

❖ **Data, Reports & Technology**

- Utilize CTS Tripmaster scheduling software to monitor and improve transportation efficiency.
- Assist with client data entry and maintaining accurate client records
- Assist with monthly, quarterly, and annual transportation reports
- Monitor and analyze transportation data to identify trends and operational needs
- Generate transportation statistics and reports as needed

❖ Meetings & Organizational Support

- Attend transportation-related meetings as needed to support the Executive Director
- Communicate appropriate information from meetings to transportation staff and applicable organizations
- Actively participate in organizational meetings and initiatives
- Identify and implement opportunities to improve transportation services and operations
- Complete additional duties and projects as assigned

The duties described above are intended to describe the general nature and level of work performed by this position. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required. Additional duties may be assigned as organizational needs evolve.

The following duties are representative of the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The ideal candidate will have the required qualifications below along with experience in transportation operations, staff coordination, customer service, and a desire to continuously learn, grow, and improve.

Required Qualifications

- High school diploma or equivalent
- Microsoft Office proficiency (Word, Excel, Outlook)
- Experience with computer-based scheduling systems and data entry preferred
- Excellent written and verbal communication skills
- Strong organizational, interpersonal, and time management skills
- Ability to analyze data, maintain accurate records, and prepare reports
- Ability to work effectively both independently and as part of a team
- Ability to adapt to changing organizational needs and priorities
- Valid driver's license
- Ability to maintain confidentiality of client, employee, and organizational information
- Must pass a criminal record check and maintain a satisfactory record throughout employment

Physical Requirements

- Ability to sit and work at a computer for extended periods
- Ability to travel occasionally throughout the community for meetings, trainings, and operational needs. Mileage reimbursement will be provided.
- Ability to communicate effectively in person and by telephone.
- Ability to lift and carry up to 25 pounds

Full-time (37.5 hours a week), Non-Exempt

May require occasional evening or weekend hours based on operational needs. Schedule will be adjusted as necessary.

Reports to Executive Director with operational oversight from Director of Operations