



Job Description

Position: Transportation Coordinator
Primary Location: Senior Center
Employment Status: Part-time, Hourly, Non-Exempt
Reports To: Senior Center Director
Description Updated On: October 25, 2021

Summary/Objective

The Transportation Coordinator is responsible for the implementation and coordination of transportation programs of the Senior Center improving the quality of life and health of Milford and Hopedale elders; the employee is required to perform all similar or related duties.

Essential Functions

- Screens residents for eligibility requirements; answers calls at senior center for requests for transportation; schedules transportation for seniors and disabled persons for medical appointments as well as local errands and miscellaneous trips.
- Communicates directly with van drivers when re-scheduling trips to ensure efficient use of vans.
- Records and compiles monthly reports for local and out of town transportation.
- Distributes policies and operating procedures regarding the use of vans; updates policies as necessary.
- Updates monthly list of van passengers.
- Schedules out-of-town medical transportation and submits monthly usage reports.
- Completes random customer satisfaction surveys after trip completions.
- Refers passengers in need of further assistance to other agencies.
- Attends relevant seminars and training programs to maintain knowledge of elder service programs and support service delivery systems.

Required Qualifications, Education, and Experience

High School diploma or equivalent; minimum of one (1) year of related work experience, preferably with the elderly population or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job. CORI certification is required as a condition of employment. First Aid and CPR Certification is preferred within thirty (30) days of appointment.

Knowledge, Skills & Abilities

- Considerable knowledge of approved procedures for the provision of multi-passenger transportation services, programs and delivery systems as well as applicable state and federal laws and regulations.
- Proficient public relations skills and sensitivity to individual client issues. Proficient oral and written communication skills as well as data processing skills.
- Ability to:
 - Interact in a positive and effective manner with people at all levels of society, particularly the

elderly;

- Communicate orally in a clear and concise manner and to receive, understand, and execute oral and written instructions;
- Maintain detailed and accurate records and to manage multiple tasks in a detailed and timely manner;
- Listen, observe and make needs assessments regarding client needs and related services and to work with highly sensitive, confidential information.

Physical and Mental Job Requirements

- Little or no physical demands are required to perform the essential functions of this position.
- Mental requirements:
 - Understand and apply routine verbal and/or written instructions
 - Understand and apply non-routine verbal and/or written instructions
 - Organize actions to complete sequential and/or routine tasks
 - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
 - Make decisions that have an impact on the individual's work
 - Communicate and exchange routine/basic information
 - Communicate and explain a variety of information
 - Memorization/concentration
 - Learning/knowledge retention
 - Emotional/behavioral self- regulation
 - Interacting with others

Work Environment

- The functions of this role are conducted in an office environment.

Hours of Work

- This role is paid on an hourly basis.
- This is a part-time, hourly position working 19 hours during a Monday through Friday workweek.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

Hiring Manager_____ Date_____