

TRANSPORTATION COORDINATION ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for dispatching, maintaining databases and keeping accurate records for the non-emergency medical transportation of paratransit recipients who are utilizing the Ulster County Department of Transportation. The incumbent is responsible for accepting ADA (Americans with Disabilities Act) Paratransit Certification Applications from the general public, assigning the appropriate transportation and directing UCAT Dispatchers and Bus Driver/Dispatchers to reserve transportation. The employee is also responsible for performing clerical work including assisting in creating and maintaining several computer program databases in accordance with established procedures and performing clerical level account keeping functions. The work is performed under the general supervision the Director of Public Transportation with leeway allowed in the performance of work details. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Receives ADA (Americans with Disabilities Act) Paratransit Certification Applications for the non-emergency medical transport of ADA qualified recipients;

Remits forms for proof of disability to qualifying physicians for verification before coordinating transport of ADA qualified recipients;

Serves as departmental liaison with the general public and dispatch to schedule the daily non-emergency medical transport of ADA qualified recipients;

Prepares preliminary daily transportation schedules for the Ulster County Department of Public Transportations paratransit service;

Reviews the accuracy of schedules based on transportation needs;

Assigns appropriate personnel based on the vehicles reserved and the transportation schedule generated by Trapeze (a scheduling and reporting software program for paratransit and fixed fleet routes);

Enters data from daily reports into demand response data base for NTD (National Transportation Department) reporting;

Assists in designing and maintaining various database applications;

Creates statistical and narrative reports to track the paratransit transportation program;

Operates and maintains two-way radio equipment (and other communication equipment) relaying messages to drivers and responding to driver requests for assistance;

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Reviews and checks written account keeping records and reports for arithmetic and clerical accuracy;

Maintains a Phoenix and Vedder Route database (a software program that reports fuel usage, by vehicle, for the fleet);

Makes arithmetical computations for National Transportation Department reports;

May provide instruction and guidance on assignments and procedures on a short term, day-to-day basis for the ADA paratransit.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the principles and operation of modern communication systems; good knowledge of modern methods of record keeping and checking financial accounts and records; working knowledge of the geography and the road systems of Ulster County including distance and travel time; working knowledge of computerized database record keeping, maintenance and design; ability to make arithmetic computations quickly and accurately; ability to deal effectively with others; ability to understand and follow oral and written directions; ability to organize and maintain accurate records and files; ability to express oneself clearly over the radio, on the telephone or in person; clerical aptitude; mental alertness; good judgment; a high degree of accuracy; integrity; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from an accredited college or university with an Associate's Degree, including or supplemented by twelve (12) credit hours in accounting or a closely related field and one (1) year of full-time paid, or its' part-time equivalent, work experience in the operation of modern communication systems; **OR**

B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of full-time paid, or its' part-time equivalent, work experience in the operation of modern communication systems, including or supplemented by two (2) years of account clerical and computer database record keeping experience; **OR**

C. An equivalent combination of training and experience as indicated in A and B above.

ULSTER COUNTY
7415 TR CRD AST
Classification: Competitive
Grade: 10
Union: CSEA

Adopted: July 28, 2006
Revised: March 26, 2010
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