

Mobility Management Assistant



Position Description

Status

Full-Time, Nonexempt

Compensation

A13

Bargaining Unit

N/A

Reports to

Transportation Director

Supervises

Volunteer Drivers

Position Category

Generalist

Summary

Recruits, trains and supports volunteer drivers, coordinates transportation requests and performs numerous administrative functions.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Responsible for the Senior Transportation Program to include central intake for all Senior Millage funded transportation, processing transportation requests, ensures rides are provided in the most cost effective method, completes client assessments and reassessments for transportation.
2. Creates transportation requests for community partners and monitors the results to ensure client satisfaction.
3. Recruits, trains and supports volunteer drivers including scheduling workflow, monitoring performance and the processing of volunteer driver mileage invoices for reimbursement.
4. Ensures files for volunteer drivers are current and are compliant with County standards.
5. Coordinates annual Volunteer Driver Appreciation Day.
6. Prepares monthly transportation invoices for Senior Millage services; ensures accuracy.
7. Prepares monthly vehicle maintenance invoices; ensures accuracy.
8. Coordinates the onboarding of new volunteer drivers including the vehicle inspections.
9. Monitors service levels to ensure the program remains within budget guidelines and prioritizes rides according to Policy and Procedure.

Competencies

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have direct supervisory responsibilities for paid employees.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel is required to access County buildings and employees.

Required Education and Experience

1. High School Diploma or equivalent and up to one (1) year of specialized or technical training in Accounting, Business or Public Transportation.
2. Two (2) years of clerical support.

Preferred Education and Experience

1. Experience working with vulnerable adults knowledge of community resources as related to seniors.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

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.

Signature

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

Employee _____ Date _____