

**Waldo Community Action Partners
Job Description**

Operations Specialist I

General Scope of Duties: Office tasks and duties necessary for operating a rural transportation provider including but not limited to

- Phone based customer service
- Client Management
 - Intake
 - Maintain Client Information
- Trip Management
 - Routing and Dispatch of drivers and vehicles
 - Pre-Ride Trip Sheet Processing
 - Trip Changes and Add-Ons
 - Driver Assistance and Instruction During Transport
 - Routing Directions
 - Assist in handling of Accidents, Incidents and Vehicle Break-Downs
 - Assist with post-ride trip processing
 - Determine cost effectiveness of rides and routes
- Driver Management
 - Communication and Enforcement of Department Policies, Procedures and Processes
 - Maintenance of Driver information in department database
- Vehicle Management
 - Coordinate vehicle availability with the Fleet Manager / Safety Specialist
 - Participate in Rotating On-Call Process During Non-Working Hours

All tasks and duties are to be performed in accordance to Agency Policies and Procedures which supersede Departmental Policies and Procedures.

Equipment and Software Used: PC, Printer, Copier, MS Office, Easy-Rides, Department Applications

Professional Development

- Keep up to date on State and Federal regulations governing all aspects relevant to this position.
- Participate in any required trainings, meetings and professional development activities.

Safety and Wellness

- Actively promote safety and accident prevention within the workplace.
- Report any unsafe conditions, incidents and/or accidents immediately.

Required Abilities and Knowledge

- Strong communication skills.
- Strong time management and organizational skills.
- Basic skills in Microsoft Word, Excel and Outlook.
- Ability to lift up to 35 lbs occasionally.
- Must be flexible and able to work with multiple staff members.
- Proficiency in Easy Rides software at hire or within 20 employee working days of hire
- Familiarity with Waldo County towns and roads

Professional Development

- Keep up to date on State and Federal regulations governing all aspects relevant to this position.
- Participate in any required trainings, meetings and professional development activities.

Safety and Wellness

- Actively promote safety and accident prevention within the workplace.
- Report any unsafe conditions, incidents and/or accidents immediately.

Minimum Qualifications

- High School Diploma or equivalent.
- Minimum of 2 years office experience.
- Ability to meet and maintain WCAP’s minimum insurance requirements
- Must pass all required background clearance requirements.
- Must participate in Mandatory Drug and Alcohol Testing Program

Report To: Operations Manager

Salary Range: Non-Exempt/ Grade 7/ Points 255

Employment Status and Hours: Full Time – 40 Hours per Week

I have been made aware of and understand that due to the dynamic and unpredictable nature of public funding, WCAP job descriptions and employment in general are subject to change without notice.

I have read and understand the contents of this document and I am willing and able to be responsible for the tasks and duties as outlined.

Employee’s Signature Date Approved Date