

Benzie Transportation Authority
Transportation Coordinator
Job Description

Under supervision of the Mobility Manager, performs scheduling, routing and dispatching duties; operates a variety of communication equipment, including telephone, computer dispatching software, and tablets; creates, maintains and monitors daily routing; and responds to requests for service and provides a variety of information to passengers and the general public

Principal Duties and Responsibilities

- Provide dispatching and routing services to seniors, disabled individuals certified under the Americans with Disabilities Act (ADA) and the general public
- Create, maintain and monitor computerized daily manifests/schedules for dispatching and routing transit services; modify and update schedules to improve services
- Provide a variety of public transportation information to passengers, the general public and other public agencies; provide quality customer service and respond to public inquiries and requests for service in a courteous and professional manner
- Use Web based travel planners, such as Google Maps, to assist people in developing travel plans by matching transportation resources to accommodate specific needs
- Help clients schedule rides on other systems when needed
- Assesses client needs and assists in identification of regional transportation options
- Identify unmet transportation needs and report to Mobility Manager
- Remains alert and exercises good judgment concerning emergency situations, abnormal driving conditions, and disabled vehicles
- Handles, processes, and maintains monies in accordance with authority policies and procedures
- Processes ticket sales, reservations, and other services and documents in accordance with authority policies and procedures
- Operate office equipment including a multi-line phone system, computers and tablets
- Ability to adapt to changing technologies and learn functionality of new equipment and systems.
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work.
- Immediately informs Mobility Manager of any unusual incidents or circumstances during the course of their daily routine
- Expert knowledge of Reasonable Suspicion Training, working with BTA's Designated Employer Representative (DER) as a frontline conduit for any suspicious behavior, ensuring everyone is safe and prepared for their assigned duties
- Customer satisfaction is paramount; creatively solving riders' transportation needs is the primary role in this position. However, whenever possible it is expected for employees in this position to investigate better routing and/or make suggestions to the Mobility Manager in to maximize efficiencies
- Assist with outreach events
- Complies with all policies and procedures of the agency

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge Skills, Abilities and Characteristics Required

- Knowledge of local, state, and federal rules, regulations, ordinances, and laws relating to the operation of a bus
- Correct English usage, spelling, grammar and punctuation
- Modern office procedures, methods and equipment including computers

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- Principles and procedures of record keeping
- Ability to run reports and analyze data
- Streets, landmarks, and geography of Benzie County and its surrounding areas
- Ability to read a map
- Telephone usage, interpersonal relationships and communication skills
- Ability to handle confidential information appropriately
- Understand and follow oral and written instructions

Experience and Training

- High school graduate or equivalent
- Meets Federal and State DOT drug/alcohol testing requirements
- Must have experience with Microsoft Word and Excel
- Experience with mapping programs preferred

Physical Conditions and Work Environment

Job duties are performed in a typical office environment. Should have the ability to lift up to 25 pounds.