

MASS TRANSPORTATION AUTHORITY
JOB DESCRIPTION

POSITION: RIDES TO WELLNESS COORDINATOR (Nights and Weekend Work will be required)

SCOPE OF RESPONSIBILITIES:

Rides to Wellness provides same-day, door-to-door transportation using a personalized approach to provide health and wellness transportation services. The Rides to Wellness Coordinator will provide excellent customer service through the performance of job tasks: monitoring telephone requests, scheduling rides, scheduling vehicles and operators, and dispatching vehicles; perform driving duties, as needed; and perform other duties, as assigned.

SUPERVISED BY: DIRECTOR OF RIDES TO WELLNESS

PRIMARY RESPONSIBILITIES:

- Answer telephone calls to obtain client information and verify information, with courtesy and tact.
- Determine client's eligibility by comparing client information to requirements.
- Explain procedures to clients; answer questions; provide information.
- Schedule rides for clients, schedule vehicles and operators, and dispatch vehicles.
- Enter ride requests and schedule vehicles on specialized computer software.
- Prepare schedules of service according to existing procedures and practices.
- Execute dispatch functions consistent with the dual requirements of effective customer service and compliance with MTA procedures.
- Interact with multiple agencies and staff through email.
- Perform other duties as assigned.
- Ability to multi-task several projects at the same time.

SECONDARY RESPONSIBILITIES:

- Operate transit vehicle in a safe, courteous, and timely manner, as needed.

MINIMUM ACCEPTABLE EMPLOYMENT REQUIREMENTS

- High School Diploma or equivalent.
- General clerical skills. Computer keyboard skills.
- High attention to detail and problem-solving skills.
- Working knowledge of Microsoft Windows Applications.
- Knowledge of traffic codes, rule, and regulations. Must have the ability to operate vehicles in a safe manner in full compliance with local and State traffic laws and ordinances.
- Knowledge of geography of the City of Flint and Genesee County.
- Ability to pass a Department of Transportation (DOT) physical and drug screen; criminal background and reference checks; and complete health screening, including TB test, flu vaccination, and first aid training.
- Ability to attend work regularly and work under stressful conditions.
- Ability to work in a Team Environment.
- A valid Michigan Chauffeurs Driver's License with a clean driving record.
- Prior experience in the healthcare field is preferred, but not required.

MINIMUM ACCEPTABLE JOB PERFORMANCE STANDARDS

- Maintain continuous professional attitude, appearance, and conduct at all times.
- Maintain continuous awareness and concern for the safety and well-being of every passenger
- Maintain constant care in the use of all Mass Transportation Authority equipment and report all defects as they are found.
- Maintain sound judgement in determining and reporting all pull-offs, incidents or accidents and equipment defects.
- Adhere to required radio courtesies and procedures.
- Wear and maintain prescribed MTA Operator's uniform, maintain a clean, well-groomed appearance at all times.
- Comply with all Mass Transportation Authority rules and regulations and contractual requirements.
- Must be punctual.
- Maintain a clean driving record.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Typical of an office environment.
- Outdoors driving vehicles, as needed.

PHYSICAL REQUIREMENTS:

- Ability to lift and/or move up to 50 pounds. Daily use of hands and fingers to handle or feel objects, tools, or controls.
- Reaching with arms and hands, walk, climb or balance; stoop, kneel, crouch. Vision requirements are distant, closeup, peripheral, and depth perception. Ability to focus.
- As needed, perform driving duties in outside exposed weather of extreme cold or heat or wet and humid conditions. Some vibration and moderate exposure to mechanical parts.
- Ability to safely fit behind the steering wheel of the standard vehicle operated by MTA.

WAGE:

\$13.46 per hour plus benefits OR \$13.46 per hour plus \$218 per month in lieu of benefits.

APPLICATION SUBMITTAL:

Applications will be accepted until the position is filled. Applications are available at www.mtaflint.org. Submit resumes and application to jobs@mtaflint.org. MTA is an equal opportunity employer!

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.