

MASS TRANSPORTATION AUTHORITY

JOB DESCRIPTION

POSITION: COORDINATOR (Bilingual, Nights and Weekend Work will be Required)

SCOPE OF RESPONSIBILITIES:

The Your Ride Service Provider – Coordinator (bilingual) will provide excellent customer service through the performance of job tasks, which include monitoring telephone requests, scheduling vehicles and operators, and dispatching vehicles; and provide full range of customer service responsibilities in both English and Spanish; Perform driving duties, as needed; Perform other duties as required.

SUPERVISED BY: SERVICE CENTER MANAGER

PRIMARY RESPONSIBILITIES:

- Respond to telephone inquiries regarding service and take appropriate actions with courtesy and tact
- 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
- Perform other duties as assigned

SECONDARY RESPONSIBILITIES:

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

MINIMUM ACCEPTABLE EMPLOYMENT REQUIREMENTS

- High School Diploma or equivalent
- Fluent in English and Spanish, both verbal and written
- General Clerical Skills
- Computer keyboard skills
- Working knowledge of Microsoft Windows Applications
- Knowledge of traffic codes, rules, and regulations. Must have the ability to operate vehicles in a safe manner in full compliance with local and State traffic laws and ordinances.
- Knowledgeable of geography of City of Flint and Genesee County
- Ability to pass a Department of Transportation (DOT) physical and drug screen, criminal and reference checks
- 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

MINIMUM ACCEPTABLE JOB PERFORMANCE STANDARDS

- Maintain fluency of written and verbal communication skills in English and Spanish
- 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 courtesy 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
- Punctuality
- 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, close-up, 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:

Full-time: \$13.07 per hour plus benefits **OR** \$13.07 per hour plus \$218 per month in lieu of benefits

APPLICATION SUBMITTAL:

Applications will be accepted until the position is filled. Apply in person at the MTA Administration Building, 1401 S. Dort Hwy., Flint **OR** any MTA location. Submit resumes 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.