

VOLUNTEER TRANSPORTATION CENTER, INC.

Title: Transportation Resource Coordinator

Reporting Relationship: Reports to the Program Director

Job Summary: The Transportation Resource Coordinator is responsible for coordinating transportation requests from partner organizations (ie: Carthage Area Hospital). This will include all discharges from the facility and other transportation requests as requested. This position will be on-call around the clock to address the needs of the partner organization.

Client Responsibilities:

- Make available client applications when requested.
- Receive telephone requests from clients for transportation needs, enter those requests into the database, and arrange transportation.

Driver Responsibilities:

- Participate in driver training, assisting the Program Director as necessary.
- Participate in volunteer recognition, assisting with its content, planning, etc.

Scheduling Responsibilities:

- Enter transportation requests into scheduling database
- Update schedule as needed to reflect cancellations, no-shows, and other needed changes.

Administrative:

- Maintain and update the FoxPro transportation database.
- Conduct appropriate written and oral communication with both clients and drivers of the VTC.
- Perform duties as additionally assigned.
- Send corrections to call center when necessary.

Preferred Qualifications: A combination of education and work experience that demonstrates the ability to carry out job duties as described. An Associates Degree and two (2) years of work experience is preferable. Must have excellent oral and written communications and interpersonal skills. Must be well-organized, able to work independently and able to meet deadlines. Must be able to perform well under pressure.

Employee: _____ Date: _____