



Title: Transportation Coordinator (Jefferson/Lewis Counties)

Reporting Relationship: Reports to the Program Director

Job Summary: The Transportation Coordinator is responsible for providing quality and accurate customer service for our volunteers, community partners, and fellow staff members. This position is responsible for maintaining the client database, accepting new appointments, confirming scheduled appointments, and assigning volunteers to open appointments. Must be a quick thinker with excellent problem-solving skills.

Responsibilities:

- Data entry includes entering transportation requests into the scheduling database; updating schedules as needed to reflect cancellations, no-shows, and other changes.
- Make available client applications when requested.
- Receive requests for transportation needs, enter requests into the database, and communicate daily schedules to volunteers
- Maintain and update the FoxPro database.
- Conduct appropriate written and oral communication with both clients and volunteers of the VTC.
- Participate in volunteer training, assisting the Program Director as necessary.
- Participate in volunteer recognition, assisting with its content, planning, etc.
- Available for on-call rotation
- Perform duties as additionally assigned

Preferred Qualifications: A combination of education and work experience that demonstrates the ability to carry out job duties as described. An Associates Degree and/or two (2) years of customer service experience is preferred. Must have excellent oral and written communication skills. Keen attention to detail is a must. Must be well-organized, able to work independently, and able to meet deadlines. Must be able to perform well under pressure.

Pay Range: \$16.00-\$18.00 per hour depending on experience.