

COORDINATOR, TRIPS OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: This is specialized public transportation work of a moderately complex nature which involves coordination and oversight of a County-wide transportation program (TRIPS) designed primarily for people with disabilities and/or senior citizens. The work is performed under the general supervision of a Transit Administrator, and supervision is provided to a number of bus drivers, dispatchers and related clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees and coordinates the day-to-day operations of the County's para-transit bus system in order to ensure the provision of safe and effective services;

Supervises and trains bus drivers, dispatchers, and related clerical staff in order to ensure their understanding of procedures and regulations pertaining to the TRIPS program, the programs computerized Routing and Scheduling System, etc.;

Prepares the daily work schedules for drivers in order to achieve maximum efficiency and to best serve the needs of disabled and senior communities;

Provides information to the public about TRIPS services within Rockland County and resolves customer problems;

Oversees ADA related policies and procedures with respect to transportation issues;

Provides input for the purchase of buses and other vehicles and for vehicle maintenance contracts;

Meets with local municipalities and other County departments regarding problems of safety and the movement of buses;

Maintains operating and maintenance records;

Prepares a variety of reports including those pertaining to the department's annual budget and expenses;

Represents the Department of Transportation at public meetings as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of public transportation, especially as it pertains to the special needs of the disabled and elderly; thorough knowledge of the geography of Rockland County*; thorough knowledge of the practices and techniques of scheduling and dispatching buses; good knowledge of Americans with Disabilities Act (ADA) regulations and requirements, as they pertain to public transportation*; good knowledge of safety and preventive maintenance procedures relating to vehicles; good knowledge of supervisory and training techniques; ability to plan a program of transportation relating to the elderly and/or people with disabilities, including the scheduling of personnel; ability to analyze and interpret complex written material; ability to establish and maintain cooperative working relationships with others, including the public; ability to maintain and prepare appropriate reports.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and five (5) years of supervisory, managerial or administrative experience in the field of public transportation.

NOTE: A Bachelor's degree in Transportation, Traffic, Planning, or comparable curriculum, may be substituted for four (4) years of the required experience.

SPECIAL REQUIREMENT: When vehicle operation is required, possession of a valid motor vehicle license appropriate for the kind and size of motor vehicle to be operated.

PROMOTION: Two (2) years of permanent status as an Assistant TRIPS Operations Supervisor.

*To be demonstrated during the probationary period.