

MOVE STANISLAUS TRANSPORTATION

JOB DESCRIPTION

Job Title: Care Cruisers Specialist/Driver

Reports to: Director of Operations

Status: Full Time Hourly: Non-Exempt

Job Grade: V

Salary Range: \$22-\$28 hour

POSITION SUMMARY

MOVE is a nonprofit organization that has been designated the Consolidated Transportation Services Agency (CTSA) for Stanislaus County. The Care Cruisers Specialist reports directly to the Care Cruiser Coordinator and is responsible for routing drivers and scheduling rides for program participants. This position will often serve as a Care Cruisers driver, when the need arises due to changes in staffing, or participants' needs. This position requires a combination of organizational and analytical skills emphasizing routing efficiency while maximizing service delivery. This position will require the ability to learn routing software applications and acquire the ability to match participants' needs to specific vehicles to facilitate efficient program operational outcomes.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Experience: Minimum two years' recent experience in an administrative or similar position preferably in a transportation organization, human service agency, or in a closely related field or equivalent required. Additionally, needs to have advanced communication and organizational skills with excellent phone manners. Also, must have prior experience as a driver, Uber, Lyft, similar industry and or public agency.

Education: Minimum two years AA degree (prefer bachelor's degree) in business administration, management study, transportation management, public administration, or closely related field, from an accredited college or university or equivalent required. Must have reliable transportation, possession of a valid California driver's license, and comprehensive vehicle insurance. Fluency in Spanish preferred

WORK ENVIRONMENT/MINIMUM PHYSICAL REQUIREMENTS

You must have the physical, visual, and auditory ability to perform the essential functions of the job with or without reasonable accommodations.

ESSENTIAL FUNCTIONS

1. Responsible for the routing and scheduling of drivers.
2. Responsible for customizing and reprioritizing routes constantly for efficiency.
3. Responsible for meeting the needs of participants.
4. Must be able to adjust to client requests and cancelations.
5. Responsible for the effective routing of approximately 20 rides a day.
6. Ability to use iPad to schedule and route.
7. Ability to use Google maps and excel to determine the best routes.
8. Dispatch drivers and coordinate.
9. Coordinates staff meals and breaks to assure compliance with the law.
10. Supports drivers by being a backup driver as needed.
11. Provides high level of customer service by returning calls within 24 hours
12. Responsible for logging all calls for program.
13. Assist in rides program for routing/scheduling.
14. Uphold Company policies for safety.
15. Complete mandatory training and practice internal policies.
16. All other duties as assigned by your supervisor.

EFFECT ON END RESULTS

1. Routes are managed effectively and efficiently.
2. Client, community, and driver satisfaction with routes.

ACKNOWLEDGEMENT

This job description is not meant to be all-inclusive. This position description is not a written or implied contract.