

CNYRTA/Centro Announcement of Vacant Position

Part Time Transportation Coordinator (Syracuse)

DEPARTMENT: Operations – Call-A-Bus, Central New York Regional Transportation Authority

SALARY RANGE: Grade 3 - \$16.07

JOB SUMMARY: This position is responsible for coordinating paratransit services for eligible riders. This position requires being active on the phones the entire work day. Position is non-exempt.

REQUIRED HOURS: 24 hours a week, Sunday 8AM-5PM (1-hour lunch) Wednesday 2PM-6PM, Thursday 2PM-6PM, Friday 9:30AM-6PM (30 minute lunch).

MAJOR DUTIES:

1. Provides excellent customer service at all times.
2. Answers customer calls and books transit requests as required for all CNYRTA properties.
3. Confirms pick-up and drop-off times for following day.
4. Assists in creating/ supporting daily driver schedules.
5. Monitors on-time status and locations of vehicles.
6. Works collaboratively with drivers/ vendors/ other staff to meet customers' travel needs.
7. Explains program services to potential customers.
8. Creates individual travel plans for customers.
9. Notifies drivers of cancellations and schedule changes.
10. Compiles and prints manifests.
11. Assists in reconciliation and entry of manifest data.
12. Assists drivers in the field with locating addresses, contacts customers as needed.
13. Updates/ maintains customer files.
14. Performs dispatch duties as needed.
15. Types letters and memoranda as needed.
16. Maintains office equipment.
17. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

Education: Minimum Associates degree required, Bachelors preferred. (Equivalent work experience in a transportation or disability services setting will be considered.)

1. Skill in dealing with the public.
2. Skill in the operation of computers and standard office equipment.
3. Knowledge of the geography and street system of the area.
4. Knowledge of the Americans with Disabilities Act of 1990 (ADA)
5. Skill in making decisions accurately and rapidly using sound judgement.
6. Skill in maintaining records and preparing reports.
7. Skill in performing basic mathematical calculations.
8. Skill in oral and written communication.
9. Knowledge of dispatching procedures.
10. Skill in the operation of communications equipment.
11. Knowledge of applicable federal, state and local laws and regulations.

Current employees, please complete an **In-House Transfer Request Form** that are available from the Human Resource office. These forms are also located on the hub, in the mailroom and with the receptionists. A current resume must also be included with the form. **Applications and Transfer requests** must be submitted to Kayla Garcia or go onto our website at www.centro.org and apply! All qualified applicants are encouraged to apply. CNYTRTA reserves the right to select a candidate from within or outside the Company.

CNYRTA is an equal opportunity employer.

Posted on 06/09/21

