

PROGRAM ADMINISTRATOR (SPECIALIZED TRANSPORTATION SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class is responsible for assisting in the development, planning and operation of the County's specialized transportation services including ParaTransit and transportation of children for programs administered by other County departments such as Social Services and Health. An incumbent may be assigned in the Transportation Department as well as other County departments where specialized transportation programs are located. Responsibilities include the development and preparation of bids for specialized services, specialized equipment, liaison with involved agencies, ensuring compliance with State and Federal guidelines, the implementation and monitoring of service quality standards, and the oversight of daily operational services. Supervision is exercised over subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Coordinates services provided by the Transportation Department and/or for other agencies requiring specialized transportation services to maximize resources in the most cost effective manner;

Prepares and amends specifications for competitive bids/RFPs for the Health Department's pre-school transportation services for handicapped children, ParaTransit services for the disabled and specialized transportation service needs for the Department of Social Services and others, as requested;

Ensures interdepartmental compliance to established policies and procedures and regulatory measures set forth by the Transportation Department relating to specialized services;

Coordinates County department service needs and timetable considerations to enable the most effective delivery of services;

Oversees the review and recommends the approval of claims for payment of services submitted by vendors based on approved, contractual agreements and prepares required reports, forms and service documentation required for reimbursement, audits or other compliance requirements;

Evaluates the services provided by vendors by means of consultation with user departments and field monitoring to effectively deal with problems arising from the transport of various populations (i.e. school age children, foster children) and maintains liaison with user departments to keep them abreast of critical issues, evolving needs and to resolve interdepartmental problems;

Directs and conducts site surveys relating to the transport of various population segments to review the quality and effectiveness of services and to plan for change and/or augmentation of provided services;

Investigates problems and issues of concern and recommends course of action;

Provides supervision, training and performance evaluation of subordinate program staff;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Oversees the daily operations of specialized service programs to ensure the enforcement of policies and procedures, to ensure that developed schedules are efficient, and to ensure that effective communication is maintained between the department, vendors, and service recipients;

May act as a representative of the Department with other departments, schools, agencies and the community;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed;

When Assigned to the Health Department:

Identifies appropriate seating devices and other specialized equipment and prepares bid specifications for purchase requisitions, consults with vendors regarding product availability and tracks requisitions to ensure timely receipt of items;

Reviews and prepares policies and procedures for transportation providers and Early Intervention and Preschool programs;

Coordinates contract compliance monitoring system including oversight of routine inspections and non-compliance sanctions;

Monitors the cost and efficiency of transportation services in cooperation with the Director of Services for Children with Disabilities (SCD).

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of public administration, including knowledge of program planning, development and implementation; good knowledge of the principles and techniques used in the acquisition of services and equipment; knowledge of service contract development and monitoring procedures; ability to plan, direct and supervise the work of subordinate personnel; ability to identify problem areas relating to service delivery and take corrective action; ability to negotiate contract terms and agreements; ability to analyze complex written materials including bids, specifications, regulations, legislation, etc., ability to establish and maintain effective working relationships; ability to prepare and maintain financial and program records; ability to prepare and/or present factual reports in a clear, concise and effective manner; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; good judgment in dealing with vendors and contract agencies; initiative; accuracy; physical condition commensurate with the demands of the position.

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MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either: (a) Bachelor's Degree* in Transportation Economics, Transportation Engineering, Planning, or Public or Business Administration, and two years of experience involving program development, program analysis, control, planning or operations, which must have been in a supervisory capacity; or (b) six years of experience as described in (a) two years of which must have been in a supervisory capacity; or (c) a satisfactory equivalent combination of the foregoing training and experience.

SUBSTITUTION: A Masters Degree* may be substituted for the above experience listed in (a) at the rate of 30 credit hours per year for up to two years.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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Job Class Code: C2487
Job Group: XII