

PROGRAM COORDINATOR (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. Responsibilities include developing and preparing bids for specialized services, liaison with involved agencies and vendors; ensuring compliance with State and Federal guidelines (including the American's with Disabilities Act), coordinating and supervising the operation of the department's computerized reservation system for ParaTransit services; implementing and monitoring 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)

Prepares and amends specifications for competitive bids/RFP's 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;

Supervises the certification of program participants, ensuring compliance with eligibility criteria and all other applicable regulations;

Coordinates the operation of the department's computerized reservation system, APRSDS (Automated ParaTransit Reservation, Scheduling and Dispatch System), by training subordinates on its use, dealing with vendors on any issues regarding the operation of equipment, and monitoring service delivery; Responds to and investigates complaints from clients and resolves the issue or routes to supervisor for direction or resolution;

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

Evaluates the services provided by the 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, disabled 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;

EXAMPLES OF WORK: (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;

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

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

Acts in the absence of the supervisor of the division of Specialized Transportation Services and may act as a representative of the Department with other departments, schools, agencies and the community.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of public administration, including knowledge of program planning, development and implementation; 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 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; initiative; accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either (a) Bachelor's Degree* in Transportation Economics, Transportation Engineering, Planning, Public or Business Administration and four years experience with a public transportation carrier, or regulatory agency governing public transportation services, involving program development, program analysis, control, planning or operations, two years of which must have been in a supervisory capacity; or (b) ten years of experience as described in (a) five 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 credits hours per year for up to two years. There is no substitute for the supervisory experience.

*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.