

## PROGRAM SPECIALIST (SPECIALIZED TRANSPORTATION SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class, located in either the Department of Transportation or the Office for the Disabled, provides administrative and program support for the effective management of ParaTransit and specialized transportation programs. Responsibilities include serving as a representative of either of the aforementioned departments as a liaison to various contracted carriers; researching and gathering data for the preparation of bid specifications, monitoring contract compliance, reviewing payments to vendors, and responding to and resolving issues involving the transport of these populations. Supervision is exercised over subordinate personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Researches and gathers data relating to the service needs of specialized transportation populations to aid in the preparation of bid specifications;

Serves as a liaison with various contracted ParaTransit carriers to ensure that services are maintained at expected levels;

Assists in the development and monitoring of contracts for provided services;

Supervises, trains and evaluates field staff in the performance and conduct of site surveys designed to check effectiveness and efficiency of provided services;

Prepares recommendations for changes in services in response to field survey data;

Researches regulatory requirements set by the Departments of Social Services, Health and Transportation, as well as the New York State Department of Education to ensure that provided services are in compliance;

Acts as inter-agency liaison to respond to and resolve problems that effect the day-to-day operations of specialized transportation services;

Reviews payments made to vendors for the provision of specialized transportation services;

Monitors the technical aspect of contracts such as driver qualifications, monitor qualifications and in-field inspections of vehicles to ensure compliance;

Reviews routes established for specialized transportation services to resolve scheduling problems and to keep abreast of any requests for change in service to enable proper and timely notification to user department;

Receives and responds to service complaints, identifies departmental responsibility and routes accordingly if necessary;

Serves as initial contact for any emergencies in the field, (accidents, bad weather conditions, abandoned child, etc.) and either responds to situation or routes accordingly;

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

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

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good 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 evaluate data and identify problem areas relating to service delivery and recommend or take corrective action; ability to establish and maintain effective working relationships with departments using specialized transportation services; ability to analyze written materials including bids, specifications, regulations, legislation, etc.; ability to communicate effectively both orally and in writing; ability to maintain financial and program records; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; 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) a Bachelor's Degree\* and two years of experience where the primary function of the position involved assisting superiors in program development, program analysis, control, or planning; or (b) six years of experience as described in (a); or (c) an equivalent combination of training and experience as defined by the limits of (a) and (b).

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

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