

TRANSIT AUTHORITY OF NORTHERN KENTUCKY

POSITION DESCRIPTION

August 2017

Position Title: Special Services Coordinator Dept./Division: Operations

Reports to: Manager of Special Services FLSA Status: Non-Exempt

JOB SUMMARY:

The Special Services Coordinator administers all phases of TANK's Senior Transportation, RAMP and Medicaid programs. The Special Services Coordinator processes trip requests, completes scheduling for specialized transit services, dispatches and assists Special Services operators and passengers.

EDUCATION/EXPERIENCE REQUIREMENTS:

- High School Diploma or Equivalent.
- Minimum 6 months direct customer interaction/customer service experience.
- Strong communication and interpersonal skills.
- Excellent attention to detail.
- Strong problem solving skills.
- Demonstrates initiative.
- Ability to work cooperatively and be a team player.
- Ability to manage confidential information and documents.
- Computer experience with Word, Excel, Outlook and Internet.
- Experience working in an inbound call center environment preferred.
- Knowledge of elderly, mobility-impaired and Medicaid transportation programs preferred.
- Knowledge of computer aided dispatch technology and/or scheduling software preferred.
- Ability to demonstrate professionalism in the work environment.
- Ability to learn TANK's Special Services programs and policies related to each.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Electronically processes trip requests for RAMP and other Special Services through the use of the ADEPT software.
- Assists passengers in navigating through the trip scheduling and policy compliance process.
- Addresses passenger concerns and troubleshoots when problems arise with the delivery of service.
- Monitors fleet performance via computer aided dispatch technology.
- Assists operators on the road through electronic voice and data transmissions with issues that affect the performance of their duties.
- Tracks and administers TANK's No Show and Cancellation policy.

Special Service Coordinator

August 2017

Page 2 of 2

- Provides timely feedback to the Special Services Supervisor/Manager regarding service failures and/or passenger concerns.
- Produces various reports needed for data collection.
- Completes a daily review of printed master manifest to assess feasibility of operators' schedules and running time.
- Performs other duties as assigned.

PHYSICAL DEMANDS:

- Sitting in a normal seated position for extended periods of time.
- Reaching and extending hands and arms in various directions.
- Finger dexterity required to manipulate objects with fingers
- Correctable ability to see and hear within a normal range.
- Ability to move about the office to obtain files and other objects.
- Lift and carry objects up to 30 pounds.

LICENSE REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES:

- None

INTERNAL & EXTERNAL CONTACTS:

- Internal Staff
- Special Service Passengers and their Family Members/Advocates

TYPE:

Various
Primary Phone

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. An incumbent may be asked to perform other duties as required.

12/5/2018