INCA Community Services, Inc.

Job Description

Title:	Johnston County Route Supervisor Community Specialist	**Reports to:**	Executive Director
Program:	JAMM Transit	**Status:**	Exempt/Full Time/Full Benefits
Approved:	September 2016	**Wage:**	**Salary scale**
Reviewed:	October 2023		

Benefits: Health and Life Insurance, Sick and Annual Leave, Funeral Leave, Retirement Program (401k), Social Security, Worker's Compensation Insurance and Unemployment Insurance. All paid holidays.

Job Summary:

Responsible for projecting a positive image of the agency at all times. As the Route Supervisor, responsible for providing professional assistance and transportation to all project participants in Johnston County. Responsible for ensuring successful operations, maintaining the vehicles, and scheduling in Johnston County. As a Community Specialist, will work with communities, program participants, and various state and federal agencies to make all community action programs successful in the development of self-sufficiency for the economically disadvantaged and improve the quality of life.

This position has recurring access to a vulnerable population. It is a safety sensitive position.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

Responsibilities and Duties:

Route Supervisor:

1. Responsible for the daily scheduling of routes, drivers and vehicles to maintain a timely and cost-efficient delivery of transportation services.
   a. Schedule vehicles/drivers/routes.
   b. Investigate and collect drivers' incident/accident reports and report to the Executive Director.
   c. Perform relief dispatcher duties when necessary.
2. Oversight of drivers and receptionist/dispatcher, including hiring, evaluating, and termination. Will serve as timekeeper for drivers and dispatcher.
   a. Participate in the orientation and training of new transit drivers;
3. Responsible for the vehicles located within the county.
   a. Review pre-trip inspection reports from drivers and follow-up on needs;
   b. Schedule preventive maintenance and vehicle repairs with Fleet Manager.
4. Responsible for billing tracking and ensuring it is submitted timely to the appropriate staff.
5. Responsible for the accuracy and timeliness of all transit data entry and reports.
   a. Responsible for ensuring completion of data entry into the program.
   b. Verify and mainline the fares collected daily by the transit drivers.
   c. Reconciles and sends all fares collected to the Accounting Office.
   d. Verifies accuracy of trip sheets, dispatcher's logs and related reports.
   e. Responsible for the upkeep of the county office and parking lot.
   f. Assist in any projects assigned.

Community Specialist:

1. Oversee and/or conduct interviews and complete family profiles on applicants to determine eligibility for services. Will work with program participants to acquire needed services, or link them with the resources which will help them become more self-sufficient.
2. Provides direct services to clients seeking general assistance, including: housing, emergency utilities, transportation, income tax assistance, food bank, clothing bank, RX for Oklahoma and all other emergency service programs for Johnston County.

3. Contacts and meet with civic, church, and community groups to define resources, explain the agency's programs objectives and enlist their assistance in accomplishing these objectives.
4. Be familiar with all local, state, and federal agencies' programs and their enrollment requirements to which community action participants may be referred.
5. Be knowledgeable of all the agency's community programs and be responsible for the administration and documentation for these programs..
6. Develop and participate in projects that benefit the low-income people of the area. Seek funding sources to benefit low-income participants and new program ideas.
7. Follows program instructions that may require some selecting, coding, interpreting of data to be keyed.
8. Responsible for the accuracy and timeliness of all community service data sent to the appropriate personnel.

Relief Driver:

1. Drive vehicles over specified routes or trips to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride.
2. Observe and follow all guidelines outlined in the Driver Handbook and agency's personnel policies and procedures.
3. Observe and follow all safety procedures and obey all traffic laws.
4. Maintains and records passenger counts, fare collections, vehicles maintenance and record data in a neat and accurate fashion, as required.
5. Performs a complete pre-trip inspection of bus, safety-check equipment, and documents any adjustments or repairs needed.
6. Assist passengers, such as elderly or disabled individuals, on and off vehicle, ensure they are seated and secured properly, help carry baggage and answer questions about schedules or routes.
7. Complies with the American with Disabilities Act (ADA) in operating the transit vehicle. This includes providing accessibility for disabled passengers to board and deboard by properly operating the accessibility lift and safely securing such passengers in a courteous manner, pre-testing all passenger accessibility lifts and equipment during pre-trip inspections.
8. Maintain cleanliness of vehicles.
9. Handle passenger emergencies or disruptions.
10. Must report all traffic accidents, citations or other incidents to the appropriate supervisor immediately.
11. Must report all off duty traffic citations to the appropriate supervisor within 7 days.

General Duties:

1. Maintains a professional attitude and the confidentiality of all records and information.
2. Communicates necessary business information or issues to the immediate supervisor or other staff members as appropriate.
3. Attends, upon request all staff and other appropriate meetings, training and conferences some of which may require out-of-town travel and evening/overnight attendance.
4. Overall maintenance of a safe, clean and appropriate environment.
5. Demonstrate commitment to mission values and policies in the performance of daily routines.
6. Contribute to team effort by accomplishing related results as needed and meeting deadlines.
7. Will assume receptionist/dispatcher duties as necessary.
8. Will assume driver duties as necessary.
9. Follow agency policies and procedures.
10. Perform other program-related assignments as designated.

Supervisory Relationships:

Works under the direct supervision of the Transit Operations Director

Knowledge and Skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

1. Advanced knowledge of automated data processing procedures, systems and computer operations required.
2. Knowledge of the internet, email, and web sites required.
3. Strong verbal and written communication skills.

4. Must be familiar with the community resources in order to make referrals to other agencies for assistance that cannot be provided by the agency.
5. Ability to read, interpret and implement agency guidelines efficiently and effectively.
6. Ability to deal effectively with the public.
7. Good analytical and organizational skills.
8. Maintain confidentiality with tact and discretion.
9. Ability to meet attendance requirements.

Qualifications:

Experience:

1. Graduation from High School or GED equivalent.
2. Two (2) years' experience in clerical work, OR must have computer training certification from a business school, Vo-Tech, or college.

General:

1. Must be at least 21 years of age or older. Must be able to read, write, speak and understand English. Vision must be correctable to at least 20/50. Physical/mental condition to be able to pass a physical/mental examination.
2. Must have a valid Oklahoma Driver's License; CDL preferred.
3. No individual, whose driver's license, commercial or otherwise, has been suspended or revoked in the last three years.
4. Must pass a national criminal background check. No person who has been convicted of any felony conviction for any crime against a person shall be hired. Must not have been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years.
5. Excellent computer skills including Excel spreadsheets, MS Word, PowerPoint and Internet usage and database skills. Must be able to use Microsoft Office programs efficiently.
6. National Background Check, MVR and Drug/Alcohol Testing clearance required.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Sit for extended periods of time.
2. See and read a computer terminal and printed matter with or without vision aids.
3. Hear and understand speech at normal levels and on the telephone with or without hearing aids
4. Speak so that others may understand at normal levels and on the telephone.
5. Enter data into a computer terminal, operate mainframe/personal computers, operate standard office equipment and dial a telephone.
6. Repetitive motion, especially with hands and arms.
7. Frequent keyboard use.
8. Operate a motor vehicle.
9. Must be able to lift and/or carry 60 pounds.

General Qualifications:

Pre-employment drug testing, must pass a national criminal background check. No person who has been convicted of any felony conviction for any crime against a person shall be hired as a transit employee. No person who has been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years shall be hired as a transit employee.

INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER

Acknowledgment: I acknowledge receipt and understand the contents of this job description.

Employee Signature:		**Date:**	