



**TRANSPORTATION ASSISTANT**  
Area 2 Agency on Aging/REAL Services, Inc

**Department:** Transportation  
**Reports to:** Transportation Coordinator  
**FLSA Status:** Non-Exempt (part-time)  
**Updated by:** Mary Porter, 9-27-06  
**Approved by:** Becky Zaseck, 9-\_\_-06

**JOB SUMMARY**

This part-time position is responsible for processing and data entry of monthly, daily, weekly reports making sure they are complete and accurate. Scheduling clients for transportation to necessary appointments or errands, drives clients to appointments, assist in coordinating the activities of drivers and volunteers, also performing associated duties involving record keeping and paperwork. This position will work with the Director, and Transportation Coordinator to complete any request, compile any information necessary.

**ESSENTIAL DUTIES** include the following. Other duties may be assigned.

- Schedules transportation for client appointments
- Prints daily route sheets for drivers
- Data entry of daily and monthly service units
- Maintains computerized client data
- Calls clients to remind them of driver arrival time; sets priorities in scheduling appointments.
- Makes sure drivers have proper weekly and daily paperwork
- Mail out and compile client assessment/satisfaction forms monthly/bi-yearly.
- Maintains records of mileage and hours of drivers for documentation
- Drives clients to appointments
- Assist in updating employee manuals
- Copies and distributes all necessary correspondences as requested by Director and Coordinator

**RESPONSIBILITIES**

The incumbent must make choices and take actions when schedules and appointments do not coincide. Decisions must be made hurriedly and errors in coordination can result. However, these errors, normally caught in-house, must be corrected with little or no inconvenience to the drivers and clients. The Incumbent must also be aware of the service delivery area when potential clients call for information. If the potential client is out of the service delivery area the person must be referred to the proper agency. The incumbent must complete accurate compilation of monthly, weekly and daily reports insuring accuracy and clarity of reports. Any missing information or errors must be reported to the Coordinator and the Director. The incumbent must maintain an accurate filing system so that all information is easily located. The incumbent must familiarize themselves with the other programs that the Agency provides so that they may direct questions to the proper department/individual.

The guidelines or instructions consist primarily of standardized practices and procedures through which the purpose of the program is attained (to schedule vans to transport older adults to keep necessary appointments and to maintain documentation to support program objectives and maintain accurate records for Federal and State Compliance etc.). Supervisor participation and control over the work is limited, and the incumbent is given wide latitude as long as general policies are being followed. This position may be paid for by Older American's Act (Title III)

### **EDUCATION AND/OR EXPERIENCE REQUIREMENTS**

High school diploma or general education degree (GED)

### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

- Strong computer knowledge.
- Good communication skills (written and verbal).
- Good filing and typing skills.
- Good math skills.
- Tact and judgment in dealing with clients and agency staff.
- Ability to organize, prioritize and schedule well so that the drivers' and staff time is properly utilized/maximized.
- Flexibility in rescheduling after schedule has been set.
- Good driving background and knowledge of state driving laws.
- Knowledge of streets in service area.
- Understanding of Older Adults.
- Knowledge of passenger safety.

### **DIFFICULTY OF WORK**

Much of the incumbent's time is spent on the phone and in record keeping activities. The challenge posed by making appointments for clients to their destinations to the drivers have reasonable time to complete their assignments and the clients have little disruption to their schedules also when meeting deadlines completing Federal, State and Agency report inputs. While this job is retentive, it can be complex and may vary from day to day.

### **PERSONAL WORKING RELATIONSHIPS**

- With Clients
- With Agency staff
- With Drivers
- With Volunteers
- With General Public
- With Healthcare Professionals

**WORKING CONDITIONS AND PHYSICAL DEMANDS**

The physical demands and work environment 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.

While performing the duties of this job, the employee is usually seated, standing, or walking at will in a typical office setting. Very limited physical effort required while in the office. Some lifting of groceries or client packages is required when grocery shopping or transporting clients to and from appointments. Occasional travel required to assist with transporting of clients within the St. Joseph County service area. May be exposed to inclement weather while driving or helping client in and out of vehicle.

- Valid Public Passenger license, a good driving record, extensive driving experience to assure the safety of older adults who are passengers and a dependable vehicle required.

**CONDITIONS OF EMPLOYMENT**

- Successful candidate must submit to a pre-employment drug screening and a limited criminal history check.
- Proof of educational credentials is required at time of employment.
- This position has a 6 month probationary period.

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Employee Signature

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
(Date)