

**Transportation Coordinator and Front Office Assistant**

Reports to: Executive Director

**Summary:** Responsible for Front Office operations and coordination of transportation program

**Essential Duties and Responsibilities:**

Greets all clients and visitors--and answers and responds to all incoming phone calls--in a clear, courteous, and professional manner.

Monitors agency voicemail and email account; responds or routes messages in a timely manner.

Manages daily sign-in of Murray Center clients; prints sign-in sheet for next day.

Coordinates return transportation for Murray Center clients after lunch.

Obtains accurate information from clients/client advocates about their need for services; provides information and referral.

Conducts and assists-with client intake and assessment; ensures accuracy of information.

Manages client files; enters all information needed for reports and records, ensures funders receive monthly reports by monthly deadlines.

Prepares daily deposits and records; maintains petty cash drawer and log.

Maintains Experience Works and Community Service participant time sheets and records.

Ensures employee time is entered in appropriate reports by 10 am on the 11<sup>th</sup> and 26<sup>th</sup> of each month.

Provides administrative assistance to Office Manager and Executive Director as requested.

Creates and confirms accurate bookings for client trip requests.

Prepares daily route sheets, ensuring all trips are efficiently routed for next day operations and coordinate pickup times with clients and caregivers.

Relays all additions and cancellations to the drivers and/or kitchen in a timely manner.

Dispatches, updates, and assists drivers via radio to ensure effective service delivery.

Notifies Executive Director of any accidents and documents all incidents and accidents for investigation.

Maintains vehicle logs and maintenance schedules; coordinate servicing of vehicles.

Assists in finding coverage for routes in event of an ill or no-show driver.

Communicates any problems or scheduling issues to Executive Director as they arise.

Other duties as needed, assigned, or required.

**Required Qualifications:**

HS diploma required. Associate or Bachelors degree preferred.

## VICTORIA SENIOR CITIZENS CENTER

One year of call-taking or dispatching experience preferred.

2 years paid or volunteer experience providing service to older people desired.

Ability to exercise judgement and schedule work around multiple demands.

Ability to maintain client and agency confidentiality.

Excellent verbal and written communication skills, specifically the ability to relate well on the telephone and in-person with people seeking service.

Ability to work effectively with individuals of diverse backgrounds.

Ability to speak Spanish desired.

Ability to schedule trip requests while under time constraints and achieve a balance of customer service, cost effectiveness, and productivity.

Proficiency in computer skills, including Word and Excel; ability to learn other technology platforms.

Knowledge of community resources desired.

Punctuality and daily reliability essential.

Valid Texas driver's license with driving record that meets VCSCA guidelines.

Must pass required background check.

### **Physical and Environmental Conditions**

Employee will frequently sit, use hands to handle or feel, reach with hands and arms, and talk and hear.

Employee will also stand, bend, kneel, twist, climb, squat, and stoop while performing duties.

Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Ability required to frequently lift and move up to 10 pounds, and occasionally lift and move up to 35 pounds.

Work environment is an office and congregate meal setting with moderate volume and distractions.