

City of Madison

Job Description



Title: Transportation Coordinator

Department: Parks & Recreation

FLSA Status: Full Time Regular

Pay Grade: 108

New Position Position Change Effective Date 10/14/2024

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

This position is responsible for all duties associated with day-to-day operations of the Madison Assisted Ride System, or MARS. Responsibilities include management of the administrative functions and the transportation for senior and disabled citizens, special event transportation, and the Madison Senior Center transportation. This position is also responsible for the maintenance and upkeep of Parks and Recreation vehicles.

Essential Functions/Major Responsibilities:

- Plans, coordinates, and directs all aspects of the senior center bus system and the City of Madison paratransit service including, but not limited to, routing, scheduling, dispatching, driver/customer relations, 2-way radio communications system, accident and incident investigations, and patron communications.
- Trains, directs, assigns, supervises, evaluates, and disciplines personnel.
- Conduct meetings with staff to identify operational areas of improvement, resolve, and answer questions.
- Communicate with patrons by email or phone to answer inquiries or resolve conflict matters.
- Assists and monitors subordinates in performing their duties and responsibilities.
- Monitors and maintains the transportation software program for assigning riders to buses.
- Processes and approves applications for the transportation program.
- Communicates with the Public Works department in scheduling maintenance and routine services for the vehicles.

Secondary Functions:

- Required to operate passenger transport vehicle in absence of Van Drivers.
- Completes paperwork and maintains files pertaining to purchasing of vehicles for the Parks and Recreation Department.
- Coordinates and schedules transportation needs for Madison Parks and Recreation special events and other related events.
- Collect and/or approve leave request forms.
- Completes annual performance evaluations for subordinate staff.
- Processes all insurance paperwork for the Parks and Recreation Department.

Job Scope:

- Performs duties with little direction given, operating from established schedule and instructions.

- Decisions are made within general department policy constraints, but occasionally require independent decision making.
- Assigns work in terms of general instructions, and spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
- Guidelines require judgement, selection, and interpretation in application.

Supervisory Responsibility:

- This position has direct supervision over Van Drivers, both for the MARS Program and the Madison Senior Center.

Interpersonal Contacts:

- This position has contact with co-workers, program participants, and members of the general public.
- The purpose of these contacts is to give or exchange information and provide services.

Education and/or Experience:

- 4-year degree from a college or university, or an equivalent combination of training, education and experience in duties preferred.
- Ten (10) years of transportation service in successfully managing 25 or more employees in a service-related business or industry.
- Public Transit Operations experience preferred.
- Five (5) years of administrative experience, performing complex administrative processes, projects and working with the general public.
- Experience in general office/clerical duties, to include use of computer with various software, invoicing, setting up databases, answering of phone, communicating with the general public, etc.
- An obtained and valid Class B Commercial Driver's License is preferred.

Job Conditions:

- Strong background record required, due to accessibility to employee and city property, citizens and patrons.
- Normal office working conditions with occasional fieldwork.
- Fieldwork requires slip resistance/steel toe footwear to be worn during work hours.
- May require occasional overtime and work on weekends.
- May be required to attend evening meetings, such as council meetings.
- Must be able to work varying hours, extended hours, weekends and holidays, and at times with little or no notice.
- May require some travel for state association meetings, annual conference, workshops, seminars, etc.
- Must maintain valid driver's license with excellent driving record required.

Physical Capabilities:

- Work is performed while typically sitting at a desk or table, or while intermittently sitting, standing, stopping, walking, bending, or crouching.
- Occasional fieldwork to respond to accidents, mechanical failures, or to resolve issues with patrons.
- Ability to occasionally lift light and heavy objects with or without reasonable accommodations.
- Physical dexterity in the frequent use of hand-to-eye coordination and manipulative skills using fingers, limbs, and body in the operation of computers, office equipment, and vehicles.
- Ability to communicate verbally with the general public, subordinates and coworkers.
- Ability to sit stand, stand or drive for extended periods of time.

Original Signature of Mr. Paul Finley

Mayor Approval, Date

Original Signature of Mr. Kory Alfred

Department Head Approval, Date