

SOUTHWESTERN VIRGINIA TRANSIT MANAGEMENT COMPANY
A SUBSIDIARY OF FIRST TRANSIT, INC
MANAGEMENT CONTRACTOR FOR THE GREATER ROANOKE TRANSIT COMPANY

POSITION JOB DESCRIPTION

POSITION: PARATRANSIT SPECIALIST AND OPERATIONS COORDINATOR

DEPARTMENT: ADMINISTRATION

REPORTS TO: DIRECTOR OF TRANSPORTATION

CLASSIFICATION: SALARY- NON-EXEMPT

JOB SUMMARY

The Paratransit Specialist and Operations Coordinator will process all applicants for the Valley Metro's Specialized Transit around Roanoke (STAR) service. They must be able to perform Information Officer duties when required. Other responsibilities include assisting the Transportation and Finance departments and the General Manager.

DUTIES

- Process all STAR applicants for ability to utilize RADAR bus service
- Keep in regular, consistent, and ongoing contact with all RADAR applicants
- Maintain all files for STAR applicants; includes assigning numbers for files
- Maintain a reference library, including applications processed for Paratransit Service and a spreadsheet with applicant information
- Operate office equipment, such as fax machines, copiers or phone systems

QUALIFICATIONS

- Ability to operate a computer system to research and purchase necessary and relevant procurements
- Ability to record and organize records
- Ability to effectively communicate with employees from a variety of departments as well as SVTMC employees through different means of communication, such as e-mail and telephone calls
- Knowledge of Americans with Disabilities Act (ADA) of 1990, particularly that of rights of ADA persons

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Evidence indicating mastery of the qualifications listed herein include but are not limited to:

- Associate degree, bachelor's degree preferred, in business or related field with five years related experience and/or training. Or equivalent combination of education and experience
- Excellent oral and written skills are required

PHYSICAL DEMANDS:

- Occasionally required to lift and carry file boxes across small distances for brief periods of time
- Regularly required to use hands when completing forms, typing on the computer, and reviewing files
- Must be able to effectively use a computer by typing and reading words on the screen
- Must be able to sit or stand for an extend period of time
- Regularly lift and/or move up to 15 pounds
- Occasionally required to ride buses

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.

WORK ENVIRONMENT:

- The work conditions are those associated with a climate-controlled office environment with a desk, computer, file cabinets, and some shared workspaces
- Other work conditions include; being out in the open air, bay area below the Main Office, vehicle maintenance and parts inventory areas

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.