

Intercity Transit
JOB TITLE: Vanpool Coordinator

BAND	GRADE	SUBGRADE
B	2	3
DEPARTMENT: Operations	DIVISION: Vanpool Services	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Vanpool Manager	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: B23
SUMMARY: Coordinates activities related to the administration and daily operation of the vanpool fleet, rideshare and Community Van services and rideshare services; coordinates and supports vanpool participants by developing and providing program information, giving presentations, and planning/implementing promotional documents and/or events.		
DISTINGUISHING CHARACTERISTICS: Performs specialized activities related to the vanpool and rideshare programs. As a Coordinator, performs specialized and specific activities requiring knowledge of transportation programs. Carries out program goals and objectives in accordance with established agency policies and procedures.		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Coordinates the placement of vans with commuter groups, ensures efficient use of the vanpool fleet. Administers vanpool group formations, operations, maintenance, fraud prevention and related risk management issues. Develops periodic safety publications.	Daily 40% (B2)
2.	Recruits vanpool volunteer coordinators, drivers and bookkeepers. Screens, processes and approves/disapproves all volunteer applications. Oversees, verifies, monitors, evaluates and reports on vanpool volunteer coordinator, driver and bookkeeper compliance with Agency vanpool program requirements. Provides information on use and qualifying criteria for program participants; verifies rideshare information with employers, insurance agencies, licensing agencies and other pertinent sources.	Daily 15% (B2)
3.	Under direction and within the guidelines of the program policies, determines vanpool fares and provides training, technical assistance and support to vanpool groups. Monitors monthly vanpool fares and program compliance based on ridership and daily roundtrip mileage. Processes and reconciles monthly vanpool and cash flow reports; coordinates monthly billings with Accounting Division. Monitors fleet performance and program budget requirements. Releases vans to approved groups and maintains administrative files on drivers and vanpool riders. Tracks drivers with conditional eligibility.	Daily 10% (B2)

Intercity Transit
JOB TITLE: Vanpool Coordinator

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
4.	Prepares and analyzes statistics to assist management in ensuring customers receive safe, reliable, and courteous service. Provides assistance with conflict resolution, emergency response procedures, adverse weather plans, and liability insurance claims. Maintains administrative policies and develops program procedures; assists in developing budget and evaluation procedures; assures program compliance with the ADA.	Weekly 5% (B2)
5.	Investigates and responds to public and vanpool participant concerns, suggestions and personal issues; consults with Vanpool Manager as necessary to determine most appropriate action.	Daily 5% (B2)
6.	Develops and provides training programs for vanpool volunteer drivers, bookkeepers and coordinators; instructs volunteers on proper procedures, policies and operations. Provides evaluation of performance during training. Recommends suggestions on performance and administers corrective action when necessary.	Weekly 15% (B2)
7	Serves as the Thurston County administrator for the regional rideshare program. Coordinates rideshare options for commuters and employers, manages confidential customer account data and utilizes rideshare program as a tool for support and retention of vanpool program. Updates the agency website with vanpool's changes.	Daily 10% (B2)
8.	Performs other duties of a similar nature or level.	As Required
9.	Must meet regular time and attendance standards.	Always

Knowledge (position requirements at entry):

Knowledge of:

- Applicable vanpool program procedures and practices;
- Customer service principles;
- Presentation methods;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Conflict resolution tactics.

Intercity Transit

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Skills (position requirements at entry):

Skill in:

- Speaking in public;
- Developing training materials, instruction and presentation methods;
- Managing conflict;
- Coordinating program activities;
- Providing customer service;
- Preparing a variety of written correspondence and reports;
- Facilitating training sessions;
- Monitoring and coordinating volunteers;
- Operating a variety of media and office equipment; Microsoft Office;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associates Degree and three years of related program or transportation experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

- Washington Driver's License.

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

Physical Requirements:

Positions in this class typically require: climbing, reaching, driving, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR

Revised Appeal Oct. 2011: CD