



POSITION TITLE: Transit Specialist

This is a non-exempt position for purposes of Fair Labor Standards Act. Equal Opportunity Employer.

REPORTS TO: Transportation Director

GENERAL PURPOSE OF POSITION: To provide specialized administrative and operational support to the transportation department. This role ensures organizational excellence through precise billing management, regional transit compliance, and proactive safety coordination. The Specialist maintains meticulous records for state reporting and supports the Director in the development of departmental policies and procedures. This role requires strong organizational skills, attention to detail and the ability to work effectively with diverse populations including clients, volunteers and staff.

JOB RESPONSIBILITIES:

1. Monthly Billing and Reporting
 - Generate timely reports for Private Pay Clients and partner agencies (e.g., Senior Resources, Reliance).
 - Enter trip data and mileage with 100% accuracy: audit driver logs against system date to resolve discrepancies before billing.
 - Resolve payment issues or billing concerns with clients and families professionally.
2. Safety and Compliance
 - Serve on the safety committee and assist with the implementation of safety procedures including agency-wide and transportation specific.
 - Track driver adherence to traffic laws and organization safety protocols; coordinate necessary driver safety training.
 - Ensure immediate reporting of all accidents or mechanical failures; retrieve and archive vehicle camera footage/video for legal and insurance documentation.
3. Operational Support and Scheduling
 - Serve as the primary backup for the Dispatcher/Scheduler, addressing real-time trip adjustments and driver communications.
 - Recruit, match, and schedule volunteer drivers; manage mileage reimbursements and volunteer appreciation/retention efforts.
4. MDOT Reporting Assistance
 - Assist in the preparation and submission of MDOT reports.
 - Maintain and update driver files ensuring all medical cards, licenses, and training certifications are current.
 - Maintain organized records to support MDOT program reviews and serve as the Director's backup for reporting requirements.



5. Policy, Admin and Data Management

- Assist in drafting and updating bus/volunteer driver manuals and client service agreements to reflect current best practices.
- Coordinate the annual program survey; compile year-end statistics on ridership, mileage, and KPIs to support grant reporting.
- Manage the organization of the Shared Drive, maintain vehicle service logs, and coordinate departmental meetings/minutes.
- Assist with special projects and other administrative duties as assigned by the Transportation Director.

PERFORMANCE STANDARDS:

- Maintain a professional, calm and polite manner with clients, caregivers, and volunteers.
- Protect the privacy, dignity and confidentiality of all clients.
- Adhere to strict professional boundaries and report pertinent information to the Director.
- Attend and actively participate in all team meetings, in services and trainings.

QUALIFICATIONS:

- Enthusiastic approach to working with seniors, seniors with functional limitations and other staff.
- Proficient computer skills (Microsoft Office, Email, Shared Drives) and ability to maintain meticulous records.
- Strong attention to attendance, timeliness and meeting strict reporting deadlines.

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I understand this description identifies the essential functions of the position and that reasonable accommodations may be made in accordance with applicable law. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Staff Signature: _____ Date: _____