



(VAR) Transit Coordinator

Non-Exempt

Part Time

Location: NOVA

Job Description as of 3.2019

Salary: Based Upon Qualifications

Hours: Monday – Friday

Benefits: See Personnel Policies Manual

Responsibilities:

Under the guidance of the Transit Manager, the Virginia Rides Transit Coordinator will provide administrative support to the operation teams by assisting with the coordination of VA Rides contract operations. The VA Rides Transit Coordinator will be the first point of contact for all potential customers seeking transportation services from VA Rides. This employee must have a commitment to the organization's vision, mission and goals.

Essential Functions:

- Offer highest level of quality customer service to employees, passengers and business partners
- Coordinate special events in the specified region to include: handle reservations, coordinate driver schedules with operation teams, create and review contracts for requesting customer for approval by the Transit Manager, confirm reservations and assist with customer's invoice
- Prepare driving directions, schedules and relay any special requests by the customer to the assigned driver
- Maintain accurate list of current and previous customers for recordkeeping purposes
- Generate weekly and monthly reports to provide management with special events updates
- Assist finance department by ensuring accurate invoices for record retention purposes
- Seek new business by developing business partners interested in special transportation services
- Develop and maintain special event procedure manual in coordination with the organization's policies and procedures
- Ability to simultaneously complete multiple complex tasks associated with a high level of detail specific to assigned projects and programs

Secondary Functions:

- Some travel may be required
- Other duties as assigned

Education/Training:

Any combination of education and experience equivalent to a High School diploma or GED with 2 years of related administrative experience required. Previous transportation /customer service related experience preferred.

Knowledge, Skills and Abilities:

Must have excellent phone skills with the ability to communicate in a professional manner. Excellent customer service skills with ability to remain calm in stressful situations. Must have excellent organizational skills with the ability to work in a fast paced environment. Must have high level of interpersonal skills and ability to handle sensitive and confidential information. Proficient in Microsoft Windows, Word and Excel.

Physical Demands/Work Environment:

As a normal function of the job, the employees periodically kneel, push, grasp, pull, bend, walk for short distances, and climb entrance steps. The employee occasionally works in extreme outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals. The employee must occasionally lift and/or move up to 50 pounds.