



# Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

*Integrity*

*Quality*

*Compassion*

*Cooperation*

**Job Title:**

*Catch-A-Ride Office Manager*

**Supervisor:**

*Catch-A-Ride Program Manager*

**Division:**

*Catch-A-Ride*

**FLSA Status:**

*Exempt*

**Position Overview:**

Responsible for the Administrative Assistant and call center staff supervision and coordination as well as finalizing daily schedules. Ensures efficient and effective administrative processes, including scheduling and dispatch to support the consistent provision of quality transportation services in keeping with *LifeTime Resources, Inc.* goals and objectives, as well as requirements of INDOT and other regulatory agencies. Provides quality customer service through professional and efficient communication with drivers and customers.

**Essential Functions:**

- Provides direct supervision/direction to the Catch-A-Ride Administrative Assistants and Customer Service Representatives, ensuring that staff members adhere to all items outlined in their job descriptions and maintain high levels of productivity through work plan assignments
- Assists with scheduling and tracking routine maintenance to maintain a safe, fully inspected, and maintained fleet. Obtains price quotes for comparison and negotiation when necessary.
- Assists with Insurance Claims as needed
- Responsible for Clean Zone account tracking and coordination of vehicles when ads need to be added/removed
- Assists the Program Manager in preparation of grant applications and contract renewals and is responsible for file maintenance and maintaining a process for ensuring that deadlines and grant requirements are met
- Responsible for the development/maintenance of a Quality Assurance program
- Provides input to the Program Manager on items to be included in the monthly Agency Update
- Analyzes reports on trips, customer information, call volumes and other service data as assigned and ensures that benchmarks are met
- Ensures staff report incidents and concerns as necessary and adequately resolves reports in a timely manner
- Serves as point person for IT issues, including Microsoft and EasyRides scheduling software, attends training sessions and ensures proficiency of all users
- Analyzes and ensures accuracy of data collection, reporting and file maintenance on trips and client information
- Responsible for final scheduling efficiency checks prior to distribution to drivers as well as ensuring that CSRs regularly complete the final scheduling tasks and are adequately trained as back-ups
- Approves Funder Applications and Subscription Requests
- Attends all meetings and training sessions for job position including maintaining CPR and First Aid certification
- Works to achieve established call center productivity standards in the areas of:
  - Trips per service hour
  - Average miles per trip

- Total operating expense per trip
- Serves as back up for CAR office staff positions as needed
- Serves as back up for Drivers

#### SUPERVISION

- Ensures the completion of personnel procedures including, orientation, training, counseling, performance appraisals, disciplinary action, continuing education, and proficiency testing for compliance with agency standards and federal, state and local regulations
- Ensures staff adherence to policies and procedures, escalating to the Program Manager when necessary
- Performs Quality Assurance reviews as assigned, resolves program(s) problems and addresses issues noted in quality assurance reviews
- Ensures professionalism in service and adherence to agency goals and philosophy

#### OTHER

- Assists with other program duties as needed
- Performs clerical duties as assigned
- Promotes Catch-A-Ride and other services available at LifeTime Resources

#### ADMINISTRATIVE/GENERAL

- Consistently and effectively utilizes position procedures, recommends changes when necessary and completes updates as required
- Adheres to agency policies and procedures
- Understands, supports, and models the agency's Mission-based Values.
- Engages in other related activities or special projects as required or assigned

*The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.*

#### **Performance Requirements:**

*Knowledge, Skills, Abilities, & Mental Demand:* Clerical and computer skills, including ability to use Microsoft Office Suite, written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks; reasoning and problem-solving skills; ability to work with minimum supervision; program management skills; supervisory skills; public speaking and presentation skills; networking skills; ability to handle sensitive situations; ability to work closely with others on a daily basis; telephone skills; map reading skills; time management skills.

*Physical Effort: Sedentary Work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently. Occasionally may require ability to climb stairs and independently access all customer homes, exerting up to 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently; bending, crouching, kneeling, twisting, pushing, pulling, sitting (particularly for long periods of time), driving.

*Working Conditions:* Office environment; customer contact; occasional travel. Occasionally may include all traffic situations, inclement weather, possible exposure to bodily fluids.

*Education, Experience and Training:* High school diploma or equivalent required; knowledge of or skill acquired through considerable training or 3 to 4 years related experience.