



Job Description

LifeTime Resources Mission Statement:

Working together to provide services that help people maintain their independence

LifeTime Resources Core Values:

Compassion

Cooperation

Commitment

Job Title:

Catch-A-Ride Maintenance Coordinator

Supervisor:

Catch-A-Ride Senior Driver Supervisor

Division:

Catch-A-Ride

FLSA Status:

Non-Exempt

Position Overview:

Provides administrative support to *Catch-A-Ride* management with the primary focus on coordinating vehicle maintenance and regular call center coverage. Position ensures the consistent provision of quality service, in keeping with *LifeTime Resources, Inc.* values, philosophy of service and policies, as well as requirements of the Indiana Family and Social Services Administration (FSSA) and the Indiana Department of Transportation. This is not a Safety Sensitive position.

Essential Functions:

GENERAL ADMINISTRATIVE

- Monitors *Catch-A-Ride* office operations, including staff adherence to policies and procedures; communicates suggestions or problems to the *Catch-A-Ride* Director.
- Ensures receipt and accuracy of daily driver paperwork (vehicle inspections, etc.) and logs missing paperwork.
- Ensures that INDOT/Medicaid/Managed Care vehicle credentials, along with vehicle records, are up-to-date. Seeks guidance from Senior Driver Supervisor as needed.
- Assists with scheduling and tracking routine maintenance to maintain a safe, fully inspected, and maintained fleet, per the Preventative Maintenance Plan and associated procedures.
- Obtains price quotes for comparison and negotiation when necessary, per the Procurement Policy. Reports any price increases for contracted services to the Senior Driver Supervisor. For MMH Rides, seek approval for purchases over \$500. Director approval required for any purchase over \$1500.
- Assigns appropriate vehicles to routes; accounting for maintenance needs, vehicle locations, and the needs of the route for the day (oversized wheelchairs, for example).
- Provides clerical support to *Catch-A-Ride* management, independently completes tasks as appropriate.
- Verifies and codes *Catch-A-Ride* vendor bills (uniforms, vehicle maintenance, etc.) and forwards to appropriate person for approval.

- Performs Call Center Representative duties at the end of each day and during Call Center Representative lunch breaks, peak call volume and as needed. Ensures adherence to the following:
 - Trip Scheduling & Cancellation Policy
 - Fare Rate Policy
 - Reasonable Modification Policy
 - Title VI Plan
 - ADA & Complaints Policy
 - Accident & Moving Violation Policy
- Provides assistance with elements of the Fleet Management Plan, as requested.
- Acts as a backup for Contracted Services Coordinator and Transportation Office Assistant as needed.
- Assists with insurance claims.
- Responsible for vehicle advertising account tracking and coordination of vehicles when ads need to be added/removed.
- Assists the Director in verifying staff members report incidents and concerns as necessary.
- Attends all meetings and training sessions for job position.
- Maintains stock of vehicle supplies and facilitates supply inventory tracking.
- Assists Driver Supervisors with completing tasks associated with the New Hire Driver Checklist and onboarding of drivers.
- Assists Driver Supervisors with driver orientation, prepares driver packets, sets up/breaks down training room, etc.
- Assists Driver Supervisors with filing of various documents.
- Assists with other program duties as needed.

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 in an organized manner; reasoning and problem-solving skills; ability to work with minimum supervision; 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.

Working Conditions: Office environment; customer contact; occasional travel.

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.

I have read and understand the responsibilities and requirements of my job description.

Employee Signature

Date