

TITLE: Convalescent Coordinator

DEPARTMENT: Transportation Services

JOB SUMMARY: This position performs administrative and technical duties managing the operations of convalescent care transportation services.

MAJOR DUTIES:

- Plans, organizes, directs and oversees operations of the convalescent care division for both stretcher bound and wheelchair bound passengers.
- Coordinated provision of transportation services as requested for clients of county and private human services agencies, ensuring adherence to applicable federal, state and local laws, ordinances and regulations.
- Function as a team member and maintain effective working relationship with other employees, agency personnel and the general public. Represent Rutherford County in local promotional and marketing activities and communicate effectively, in writing and/or orally, with staff, employees, passengers, agency personnel and the general public;
- Develops and maintains efficient and cost-effective routes; provides drivers with daily schedules or instructions as needed; maintains computerized database of passengers, routes, accurate directions, and other records.
- Maintains passenger database information, trip logs, and other records as required; monitors on-time delivery of passengers daily.
- Collects, enters, and retrieves addressing information on the computer; prepares reports as assigned.
- Works with outside clients with whom a contract is held to coordinate transport and resolves customer complaints and solves problems.
- Take daily appointments for future and immediate transports. Facilitates inquiries from both the general public and medical facilities.
- Attends conferences, training and other relevant networking opportunities with NCDOT, emergency services and other state systems.
- Creates billing reports and invoices for all agencies who utilize Rutherford County Transit .
- Manages payroll and drivers' hours for Rutherford County Transit.
- Other related work as required or assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of community-based transit and emergency services system operations, principles and practices.
- Knowledge of applicable federal, state and local laws and department policies and procedures.
- Knowledge of the federal *Americans with Disabilities Act* requirements and regulations.
- Knowledge of county and department policies, procedures and programs.
- Knowledge of government budgeting and accounting practices.
- Knowledge of the geography of the county, including street and road systems, landmarks, and bodies of water.
- Skill in decision making and problem solving.
- Skill and knowledge of modern office practices and procedures and equipment including Microsoft Office applications, Assetworks, fax, copier and two-way radio.
- Skill in maintaining files and records and preparing reports.
- Skill in public and interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS: The Transportation Services Director assigns work in terms of general instructions. The supervisor spot-checks work upon completion for accuracy, compliance with procedures, and the nature and propriety of the final results.

GUIDELINES: Guidelines include county and department policies and procedures, North Carolina Department of Transportation guidelines, and emergency medical services practices and protocol. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related duties in coordinating convalescent care for outside agencies. The necessity of responding quickly and efficiently within two divisions contributes to the complexity of the job.

SCOPE AND EFFECT: The purpose of this position is to coordinate the provision of convalescent services. Successful performance in this position ensures safe, affordable, and efficient transportation services to the citizens of Rutherford County.

PERSONAL CONTACTS: Contacts are with customers, local healthcare agencies, coworkers, other county departments, North Carolina Department of Transportation, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- Ability to read, write, and perform mathematical calculations at a level commonly associated the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one or two years.