

Columbia County Community Healthcare Consortium, Inc.

Position Description

Position Title: Transportation Program Director
Job Class: Program Director
Program: C.A.R.T.S.
Reporting Location: 325 Columbia Street, Suite 200, Hudson, NY 12534
Reports to: Executive Director
FLSA Job Classification: Non- Exempt

Position Summary:

The Transportation Program Director, under the direction of the Executive Director, is responsible for managing all aspects of the Children and Adults Rural Transportation Service, or C.A.R.T.S. which includes, but is not limited to, the following: overseeing the day-to-day operation of the program; managing the program budget; managing business relationships; leading business planning and development efforts; and, promoting the program through various forms of advertising and outreach. The Program Director directly supervises the Transportation Program Coordinator, Transportation Program Assistant, and all drivers.

Primary Functions:

1. Overseeing the day-to-day activities of the transportation program

- Oversees the day-to-day operation of the program, ensuring that services are provided in a safe, timely, and efficient manner
- Ensures adequate staffing to achieve program goals
- Maintains a robust driver training program, ensuring that drivers are thoroughly trained upon hire and on an as-needed basis thereafter
- Maintains a robust fleet management program that ensures all vehicles are registered, inspected and maintained
- Ensures there are adequate and appropriate program supplies
- Investigates all complaints, incidents and accidents, works to resolve or mitigate harm, and maintains all related documentation
- Regularly reviews the agency's transportation policies and procedures, updates them as needed, educates all program staff about them, and ensures compliance with them
- Ensures compliance with all federal, state and local laws, and with the provisions of the NYS Medicaid Program and the NYSDOT 5310 Program

2. Managing the program budget

- Contributes to the preparation of program budgets, reviews and analyzes revenue and expenditures, and recommends modifications as needed
- Helps prepare reports on budgets, as required, to external partners and funders
- Logs rider donations

3. Managing business relationships

- Serves as the principal point of contact for all external partners and funders
- Collects, analyzes, and prepares reports of program performance data
- Identifies needed products and services, identifies and evaluates vendors, negotiates product and service agreements, and monitors vendor performance

4. Leading business planning and development efforts

- Regularly evaluates operations to identify opportunities to improve efficiency and ensure program sustainability
- Engages in strategic planning and decision-making
- Cultivates relationships and pursues new business opportunities

5. Promoting the program through various forms of advertising and outreach

6. Supervision:

- Supervises the Transportation Program Coordinator, Transportation Program Assistant, and all drivers
- Conducts thoughtful and timely performance evaluations
- Contributes to professional growth and development of supervised staff by actively building knowledge and skills
- Employs progressive discipline when necessary

7. Other duties:

- Attends staff meetings as scheduled
- Prepares correspondence related to the transportation program
- Dispatches drivers as needed
- Responds to community inquiries regarding the program
- Assists the Executive Director as needed

Expectations of All Staff:

- Adhere to the mission and values of the organization
- Adhere to the policies and procedures of the organization
- Treat all clients with dignity and respect
- Maintain the confidentiality of clients and staff
- Maintain the safety of the workplace
- Follow directives
- Make prudent use of resources
- Display a cooperative attitude as a member of both a program team and the agency overall
- Be punctual and dependable
- Be flexible and accommodating

MINIMUM POSITION REQUIREMENTS AND WORKING CONDITIONS

REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

Excellent interpersonal and communication skills and experience supervising staff; must be comfortable using MS Word, Outlook, PowerPoint and Excel as well as the ability to learn and leverage a licensed transportation scheduling and billing software, navigate the internet, and utilize smart phones and tablets; a knowledge of Columbia County and the region is helpful; must possess a valid and clean driver's license

OTHER REQUIREMENTS:

☒ Check off all qualifications that are *required* for this position.

* Those qualifications that are *preferred* may also be indicated putting an asterisk next to them.

PHYSICAL REQUIREMENTS

(See definitions below**)

- ☒ Sedentary work--Prolonged periods of sitting and exerts up to 10 lbs force occasionally.
- ☐ Light work--Exerts up to 20 lbs force occasionally, and /or up to 10 lbs frequently.
- ☐ Medium work--Exerts up to 50 lbs force occasionally, and/or up to 20 lbs frequently, and/or up to 10 lbs constantly.
- ☐ Heavy work--Exerts up to 100 lbs force occasionally, and/or 50 lbs frequently, and/or 20 lbs constantly.
- ☐ Very heavy work--Exerts over 100 lbs force occasionally, and/or over 50 lbs frequently, and/or over 20 lbs constantly.

The minimum requirements of this position require the individual to:

- ☐ Stand for up to ___ hr(s)/day
- ☒ Sit for up to 8 hr(s)/day
- ☐ Walk for up to ___ hr(s)/day
- ☐ Perform repetitive tasks/motions
- ☐ Distinguish colors
- ☒ Hear alarms/telephone/tape recorder/normal speaking voice
- ☐ Have good manual dexterity
- ☐ Have good eye-hand-foot coordination
- ☐ Have clarity of vision: Near (< 20"); Mid (>20" - < 20'); ar (> 20')

Evaluate the requirements and activity percentage in time for this position based on the following:

1 - Not at all (0%); 2 - Occasionally (1 - 33%); 3 - Frequently (34 - 66%); 4 - Continuously (67 - 100%)

- | | |
|--------------------------|----------------------------------|
| _____ Climbing | _____ Reaching above head |
| _____ Bending | _____ Reaching above shoulder |
| _____ Crouching | _____ Twisting at waist |
| _____ Squatting | _____ Push/pull (up to ___ lbs) |
| _____ Crawling | _____ Lift/carry (up to ___ lbs) |
| _____ Kneeling | _____ Lift from floor level up |
| _____ Balancing | _____ Lift from waist level up |
| _____ Pulling with force | _____ Lift above shoulders/head |

OTHER REQUIREMENTS

- | | |
|--|--|
| ☒ Ability to work flexible work hours (early hours) | ☒ Manages conflict resolution |
| ☒ Manages stress appropriately | ☒ Able to work alone/independently |
| ☒ Makes good decisions under pressure | ☒ Able to work in areas that are confined and/or crowded |
| ☐ Manages anger/fear/hostility/violence of others appropriately | ☒ Valid NYS Driver's License |
| ☒ Handles multiple priorities | ☒ No history of Medicaid Fraud |

WORKING CONDITIONS

- | | |
|---|---|
| ☐ Exposure to toxic/caustic/chemicals/detergents | ☐ Primarily outdoors |
| ☐ Exposure to extreme conditions, hot/cold | ☐ Combination of indoors and outdoors (50:50) |
| ☐ Exposure to dust/fumes/gases | ☒ CRT (computer) monitor |
| ☐ Exposure to moving mechanical parts | ☐ Operating heavy equipment |
| ☐ Exposure to communicable diseases | ☒ OTHER: |
| ☐ Exposure to excessive sunlight | <u>Occasionally, the Program Director may be called upon to act as a driver, which may entail lifting objects (wheelchairs, walkers, etc.) of up to 50 lbs.</u> |
| ☒ Primarily indoors | |

This position description was reviewed and approved as follows:

Executive Director

Date

This position description is effective on January 1, 2027.

EMPLOYEE RECEIPT/ACKNOWLEDGEMENT

By signing below, I acknowledge that the description for this position is not designed to cover or contain a comprehensive listing of tasks, activities, duties or responsibilities. Additionally I acknowledge that management reserves the right to revise the position description and to require that other tasks be performed when the circumstances of the job change (for example, emergencies, and changes in personnel, workload or technical development).

Employee Name: _____

Employee Signature: _____

Date: _____

I, _____, have received and reviewed the description for the position of Transportation Program Director. I understand the responsibilities of this position.

Employee Signature

Date