



Special Services Manager

Department: Special Services

FLSA Status: Exempt

Work Schedule: 1st shift

Positions Supervised:

ADA Administrator/Travel Trainer, Special Services
Assistant, RideLink Coordinator, Paratransit
Schedulers, Mobility Assistants

Job Status: Full Time

Reports To: Deputy CEO of Operations

Amount of Travel Required: 5 %

Revised: 10/2018

POSITION SUMMARY

Administer and direct *The Rapid's* special service programs including GO! Bus, RideLink, and PASS as well as *Rapid* staff and contract service providers.

ESSENTIAL FUNCTIONS

- Formulate, recommend and implement departmental policies.
- Establish departmental goals and oversee attainment of the goals.
- Develop, plan, and administer department's operating budget, including development of Requests for Proposals (RFPs) as necessary.
- Manage and direct all department activities, including day to day operations.
- Work with Human Resources Department in recruitment of department employees
- Ensure all ADA laws are followed regarding service parameters, eligibility, conditions of eligibility, suspensions, denial of services and appeals. Monitor contracted service providers with regard to same.
- Oversee the scheduling and facilitation of all appeals to ADA eligibility decisions.
- Coordinate *The Rapid's* special services with other public and special transportation services in the area by developing plans and implementing actions and programs to improve coordination.
- Develop and present to *The Rapid* Board of Directors, monthly, quarterly and annual reports, as well as other special services contracts and items that require board action.
- Provide staff support to *The Rapid* Consumer Advisory Committee, and represent *The Rapid* with other groups and committees dealing with special transportation issues.
- Provide *Rapid* support to MDOT Special Services Coordination Committee and administer the MDOT Specialized Services Transportation Grant Assistance Programs for Kent County.
- Other tasks or assignments as assigned.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Takes personal responsibility for the quality and timeliness of the work performed. Achieves results with little oversight.
- Communications - Ability to communicate effectively with others both orally and in writing.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Customer Service - Ability to take care of the customers' needs while following company procedures.
- Diversity Oriented - Works effectively with leadership and others to recognize the importance of having and valuing a diverse workgroup.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Reliability - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.
- Responsibility - Ability to be held accountable for the work performed and taking responsibility for your actions.
- Teamwork - Promotes cooperation and commitment within a team to achieve goals and deliverables.

SKILLS & ABILITIES

Education: Bachelor's Degree (four year college or university)

Experience: Five (5) to Seven (7) years related experience and/or training; or equivalent combination of education and experience. Experience in a public transportation environment is preferred.

Computer Skills

Basic computer skills to include Microsoft office suite. The ability to learn additional systems as required. Previous experience with transit scheduling software a plus.

PHYSICAL DEMANDS

Must frequently lift or move up to 30 pounds for movement of boxes, files or other items. May also include frequent bending, stooping, squatting, pushing and pulling. Regularly required to sit for extended periods. The employee is frequently required to walk and stand. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus. Employee is required to perform job duties in accordance with existing health and safety procedures and policies

Employee Signature: _____ Date: _____

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.