



CITY OF IRVINE
Department of Human Resources
One Civic Center Plaza
Irvine, CA 92606-5208

<http://www.cityofirvine.org/jobs>

**INVITES APPLICATIONS FOR THE POSITION OF:
Community Services Program Coordinator - TRIPS**

An Equal Opportunity Employer

SALARY

\$27.52 - \$43.28 Hourly \$4,770.13 - \$7,501.87 Monthly \$57,241.60 - \$90,022.40 Annually

OPENING DATE: 07/13/17

CLOSING DATE: Continuous

THE POSITION

The City of Irvine seeks a responsible Program Coordinator to develop, coordinate, perform various administrative functions and oversee the day to day operation services for the City of Irvine's TRIPS Transportation Program. This program provides safe, wheelchair accessible and customer focused door-to-door transportation services for City of Irvine seniors and residents with disabilities. Reporting to a Department Supervisor, the Coordinator will ensure transportation requests are dispatched, scheduled, and completed in a timely and safe manner, while understanding the needs of individuals of diverse ages, backgrounds and abilities.

The ideal candidate for this position will have previous supervisory experience with a para-transportation program, driving, dispatching, overall knowledge of large vehicles, and scheduling door-to-door wheelchair accessible transportation service. The Coordinator should be reliable, organized, customer service oriented, and familiar with transportation operations for seniors and persons with disabilities. While providing customer service to clients and a team of drivers, the selected candidate will be comfortable handling customer requests, questions and concerns. While demonstrating the ability to multi-task and be flexible, the Program Coordinator will support, direct, and oversee drivers and day to day operations. This candidate will have superior communication, technological, leadership, and interpersonal skills. Finally, this person will have analytical and problem solving skills to help address the changing needs of the TRIPS clients and the City's growing, diverse and dynamic population.

This is a continuous recruitment and interested applicants should submit their application as soon as possible. This recruitment may close at any time without notice. The first review of applications will begin on August 3, 2017.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Develops programs and services related to para-transit transportation. Schedule, plan, organize, coordinate and implement transportation programs for City of Irvine residents with disabilities. Develops, recommends, and implements goals, objectives, and policies relevant to programs and in conjunction with the City's Strategic Business Plan.
- Supervises full and part-time staff, oversees vehicle safety and driving training, prioritizes and reviews work, evaluates employee performance, and provides drivers technical guidance and training. Provides oversight for contract work. Assists Supervisor in reviews, recruiting, hiring, and scheduling. Coordinates and monitors staff licensing and certification requirements.

- Oversees program operations and assists in the supervision of transportation operations. Develops, administers and monitors program budgets and scholarships. Assists in developing community resources and alternative funding sources including donations, business sponsorship and grants. Purchases/requisitions supplies and equipment. Collects program/service fees and maintains related financial records. Processes purchase requisitions and expense reports as necessary.
- Develops and implements intern and volunteer services programs. Recruits, orients, trains and places volunteers and interns in support of City programs.
- Coordinates facility and vehicle preparation for transportation program/services. Identifies driver and vehicle maintenance, training, risk analysis and safety needs.
- Researches, prepares, and evaluates various narrative and statistical reports, spreadsheets, publicity materials, forms, correspondence, memoranda, lists, rosters and schedules. Prepares and edits program information, website, flyers and brochures. Prepares and reviews publicity for accuracy and completeness in accordance with grammar and style guides. Designs data report forms.
- Coordinates/oversees grant endeavors. Identifies program needs, project goals and solicits needed support.
- Collaborate with multiple outside agencies and/or service providers. Compiles and evaluates program/service participation data. Prepares monthly reports. Presents program information at departmental and community meetings. Conducts customer satisfaction and participation surveys.
- Acts as liaison between participants, internal and outside agencies or boards and programs. Maintains communication with participants and related groups. Receives complaints/comments, presents alternatives and implements solutions. Actively works with customer problems to ensure the greatest level of satisfaction within policies and procedures.
- Experienced and skillful in word processing, spreadsheets and database software applications.
- Maintains knowledge of principles and practices of recreation/social services program planning and implementation, community trends and activities, and City policies and procedures.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Bachelor's degree in recreation, sociology, child development, psychology, teaching or field related to assigned specialty, with two years experience in recreation/social services programming or community facility operation, or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Possess, or ability to obtain a valid California driver's license. May be required to obtain Class B driver's license. Required to obtain a First Aid/CPR certification within three months of employment. May be required to obtain educational units required for State Child Care licensing.

SUPPLEMENTAL INFORMATION

CITY OF IRVINE

The City of Irvine is located 40 miles southeast of Los Angeles and six miles from the ocean in Orange County, California. Irvine encompasses more than 66 square miles and has a current residential population of more than 255,000. Incorporated in 1971, Irvine is recognized as one of America's safest and most successful master-planned urban communities. Top-rated educational institutions, an enterprising business atmosphere, state-of-the-art transportation

programs and systems, sound environmental stewardship, and respect for diversity all contribute to Irvine's enviable quality of life. The City is ideally located adjacent to John Wayne/Orange County Airport and close to many of Southern California's largest tourist attractions, numerous resorts, and some of the state's finest beaches.

Irvine has also been recognized as one of the America's Best Cities to Live, according to *Money Magazine*. The City of Irvine also has the distinction of being one of the safest cities in the United States with a population of more than 100,000, based upon FBI statistics on violent crime.

The City employs more than 800 full-time and 500 part-time personnel and has an operating budget of \$188.3 million. The Irvine community features an array of entertainment and recreational opportunities, parks and open space, a nationally recognized school district, a vibrant business environment, and an exceptional quality of life that makes it one of the most desirable cities in which to live and work.

THE DEPARTMENT Community Services

The Community Services Department has developed over the City's history into an award winning mixture of programs and services. The Department employs 127 full-time and approximately 500 part-time personnel. Community Service programs/functions include Senior Services, Child, Youth, and Family Services, Animal Care, Recreation and Park Services and Operations, Orange County Great Park, Disability Services, Athletics, Aquatics, Fine Arts Center, Facility Reservations and Contract Classes, Development and Park Planning, Environmental and Open Space Programs, Administrative, Business and Support Services, Community Relations, Volunteer Coordination, Public Information and Special Events, and Transportation Services (TRIPS).

The Department oversees development and maintenance of more than 700,000 square feet of high quality public facilities, creation of community and neighborhood park systems, and operation of existing parks and facilities, which includes: athletic fields and two aquatic centers, multiple community and neighborhood parks, three senior centers, eight community centers, a fine arts center, an adventure playground, a nature center, an animal care center and a skate park.

The Community Services Department vision is to create a lasting contribution to the health and well-being of the community. The Department's mission is to provide exceptional service, innovative programs, and diverse cultural experiences in vibrant and sustainable spaces.

SELECTION PROCESS

The selection process may include one or more of the following: application review and evaluation, performance test, written test, and/or oral interview examination.

Questions asked during the selection process are based on the knowledge and abilities required to successfully perform the job. If you have a disability that requires accommodation during the selection process, please notify Human Resources at least 24 hours prior to the first phase of the selection process.

The successful candidate may be required to take and pass a post-offer medical examination, including drug screening, by a City physician to ensure their physical suitability to perform assigned duties. In addition, the City of Irvine conducts a thorough background investigation prior to appointment.

This recruitment will establish an eligibility list to fill future vacancies in this classification. This recruitment may also be used to fill positions in similar and/or lower classifications within the organization.

The City of Irvine is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with

disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.cityofirvine.org/jobs>

EXAM #01765
COMMUNITY SERVICES PROGRAM COORDINATOR - TRIPS
SB

Community Services Program Coordinator - TRIPS Supplemental Questionnaire

- * 1. Failure to complete all fields of the "Work Experience" section of the application may result in your application not being considered. A resume will not be considered in lieu of a complete application.
 I acknowledge I have read and understand the above information.
- * 2. Please indicate if you are applying to be placed on the eligibility list for this position or if you are interested in the current vacancy.
 I am not interested in the current vacancy, but would like to apply to be placed on the eligibility list for Program Coordinator.
 I am interested in being considered for the current vacancy.
- * 3. Do you have experience providing para-transit service to seniors and persons with disabilities using wheelchair accessible vehicles?
 Yes No
- 4. If yes, please indicate your experience in providing this service, using dates and names of employers.
- * 5. Do you currently hold a valid Class B driver's license with passenger endorsement?
 Yes No
- * 6. A current DMV printout demonstrating a safe driving record is required to complete your application. Have you attached this file? Please note: Applications without such records will be considered incomplete and will automatically fail the application screening process for the current vacancy.
 Yes No
- * 7. Do you have experience supervising staff?
 Yes No
- 8. If yes, please indicate the largest size staff you have supervised, including full and part time, direct and indirect reports.
- * 9. Do you have previous transportation dispatch/scheduling experience?
 Yes No
- 10. If yes, please indicate your experience using dates and names of employers. Also include transportation scheduling software you have experience using (example: RouteMatch, Trapeze).

* Required Question