

**OMNITRANS**  
**Position Description**

**Job Title:** Programs Administrator - Special Transportation Services  
**Department:** Special Transportation Services  
**Reports To:** Director of Special Transportation Services  
**FLSA Status:** Exempt; Level 5  
**Approved By:** BOD  
**Approved Date:** March 2, 2016  
**Revised:** July 12, 2019

**SUMMARY**

Under the direction of the Director of Special Transportation Services, is responsible for the activities and operations of Special Transportation Services'; Travel Training; Volunteer Driver Mileage Reimbursement and Ride Programs; and community partner contract monitoring and oversight.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Oversees the progress and performance of internal and external programs, providing administrative support as necessary.

Recommends annual budgets for internal and external programs, and monitors program budgets.

Trains, supervises and evaluates the performance of four (4) Travel Trainers and one (1) Client Relations Coordinator.

Promotes programs and supervises the scheduling and progress of individual and group trainings and community outreach events.

Develops, distributes and/or modifies a variety of training procedures, methods, materials and forms to facilitate efficiency of subordinates and customer education.

Analyzes, reviews and schedules reimbursements of internal programs online through the agency's enterprise system, exports data from data management system, creates templates in bank platform, imports data into templates, and initiates payments.

Gathers and compiles statistical data and information regarding internal and external programs and evaluates the information to determine efficiency and effectiveness of the programs.

Maintains communication with community program partners and stakeholders.

Receives and verifies accuracy of timecards and mileage claims for program staff.

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Prepares grant applications and proposals for funding, provides reports necessary for compliance with grant requirements and conditions. Provides technical assistance and support to current and potential grant applicants.

Maintains a computerized database containing various customer registration and demographic records, program documents and reports.

Establishes and maintains accurate files and record keeping systems to track and monitor program activities and operations.

Performs special projects at request of the Director.

### **SUPERVISORY RESPONSIBILITIES**

Directly supervises the Travel Trainers and the Client Relations Coordinator. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training/developing employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree from four-year college or university in Special Education, Rehabilitation Counseling, Human Services, Therapeutic Recreation, Occupational Therapy or a related field. Experience may be substituted for education and may be waived depending upon work history. Experience in working with individuals with disabilities and senior citizens.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bi-lingual English/Spanish preferred, but not required.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **COMPUTER SKILLS**

Must be familiar with current business office operating systems, software and programs.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**OTHER SKILLS AND ABILITIES**

Must possess a valid California drivers license.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk or hear, use hands to finger, handle or feel, and reach with hands and arms. The employee is occasionally required to stand, walk, and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.