Job Description

Job Title:	Transportation Coordinator	Classification:	Classified
Department:	Public Works	Grade:	310
Occupational Group:	Public Works Administration	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under general supervision; manages the MAPS transit program and personnel assigned to provide transportation services.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Oversees daily operations of the public transit program (MAPS). Supervises transit employees and determines scheduling to meet transit program ridership. Manages procurement function for MAPS; assists in grant management for transit program.
2. Reviews ridership trends to facilitate planning and operational programs; maintains and improves viable, sustainable public transportation systems functioning within time, distance, regulatory, and monetary constraints.
3. Responsible for the development and implementation of Joplin'sTransit Asset Management (TAM) Plan, Agency Safety Plan (ASP), Safety Management System (SMS), and Public Transportation Agency Safety Plan (PTASP).
4. Markets MAPS service to the general public, agencies, and organizations whose client populations might benefit from transportation availability. Responds to media requests for information regarding the MAPS program.
5. Develops, designs, and distributes public information and promotional materials regarding MAPS.
6. Responds on-site to accidents; performs internal investigation to ensure compliance with Federal Transportation Administration's (FTA) Drug and Alcohol testing procedures. Supports and serves as back-up dispatcher, when needed.
7. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
8. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
9. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
10. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget expenditures for non-personnel costs, to the Department Director to ensure spending is minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Marketing strategies and techniques including advertising material development and distribution; supervision principles and techniques; service delivery area; general management principles, practices, budgeting, policy and procedure development; computer systems and software programs; Federal Transit Rules and Regulations; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with contractors, City of Joplin management staff, and the public; communicating effectively with citizens, City management staff, contractors, news media, etc.; developing written procedures, guidelines, and marketing data; supervising and developing subordinate staff; identifying trends in data and developing short and long range action plans; maintaining variety of data including ridership information, departmental files; planning, organizing, and coordinating an effective marketing/promotional presentation to increase MAPS program and services; Microsoft Office Suite.

Education: Graduation from an accredited college or university with a Bachelor's degree in Transportation, Business Management, or related discipline.

Experience: Two years full-time transportation planning or administration experience which includes supervisory responsibilities is required. Prior driving experience, government procurement, or contract administration is preferred.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	