

JOB DESCRIPTION

PROGRAM: STEP Transportation Program

JOB TITLE: Transportation Generalist

PAY GRADE: 6

JOB SUMMARY

This specialized position is designed to provide support in many areas within the Transportation Program. Work involves performing a variety of functions associated with trip verification, transportation driver report verification, and processing various invoices and other operational documents utilized within the Transportation Services system. This includes analyzing and processing complex information, documents, and reports relative to all operations within the transportation services. Providing overall customer support within the Transportation Services system including scheduling trips, eligibility and data entry support, and technical work through review and control of automated information systems. Work involves the registration of customers for services, verifying ride sponsorship eligibility, and performing accurate data entry.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Assistant Program Director

MINIMUM QUALIFICATIONS

- ☐ High School diploma or GED certificate;
- ☐ One year experience working in an office setting;
- ☐ One year of data entry and reporting experience with automated management information systems; additional computer training and/or experience with Microsoft Office products, including strong knowledge of Excel;
- ☐ Strong communication skills including listening, understanding, informing, and speaking;
- ☐ Strong mathematical and proofreading skills; and,
- ☐ Familiar with the geographic areas/facilities in Lycoming and Clinton Counties is preferred.

GENERAL REQUIREMENTS

- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment;
- ☐ Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit or stand for long periods of time, lift and carry up to twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges;
- ☐ Flexibility to work altered and non-traditional work schedules, as assigned; and,
- ☐ Participation in job-related trainings, as assigned.

SPECIFIC DUTIES

- ❖ Performs data entry and related support to the Transportation Program; monitors work for completeness and accuracy; performs data entry and generates reports to meet prescribed deadlines;
- ❖ Utilize Excel to track uncollected fares; prepare reports & invoices and monitor funding sources for trips;
- ❖ Performs daily review of Driver reports to ensure the proper fees have been collected and

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- follow-up where necessary;
- ❖ Confirms the accuracy of MATP Vouchers;
- ❖ Prepare invoices for broker trips and other specialized transportation services;
- ❖ Conducts appointments for MATP bus pass customers;
- ❖ Conducts initial customer interviews and registrations, as assigned;
- ❖ Ensures appropriateness and accuracy of customer eligibility documentation;
- ❖ Educates customers as to transportation cost, sponsorship, and related guidelines;
- ❖ Accountable for the accuracy and timeliness of data entry;
- ❖ Follows established Transportation and agency procedures and secures all necessary documentation;
- ❖ Enters or records customer data into the computer system or written formats;
- ❖ Reconciles daily control and end-of-month reports to verify accuracy and makes necessary corrections; checks for accuracy and makes any necessary data revisions;
- ❖ Answers telephone or other Transportation program inquiries as needed;
- ❖ Makes recommendations and attends meetings, trainings, or workshops as requested;
- ❖ Assists in the production or dissemination of Transportation information and material; and,
- ❖ Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Clear understanding of geographic area served;
 - STEP Transportation Program's operations and transportation cost sponsorship criteria;
 - Procedures, policies, and protocols of PennDOT's Shared-Ride, Medical Assistance Transportation (MATP), and Rural Transportation for Persons with Disabilities (PwD) Programs;
 - Ride sponsorship eligibility standards;
 - Microsoft Office Suite, including but not limited to Microsoft Word, Outlook, and Excel components; and,
 - Type, organization, and use of standard office files, forms and letter formats, and the recording, filing, and retrieving of the same.
- ❖ Skill in the following:
 - Setting up and utilizing spreadsheets to perform tracking and reporting duties;
 - Interviewing to gather information and process pertinent customer data;
 - Using a computer system, including media, keyboard, mouse, printer, and operation of software;
 - Using and routing electronic mail and correspondence, using the Internet for information mining;
 - Communicating effectively so as to be able to interact with a variety of people such as customers, staff, and the general public;
 - Using a keyboard or typewriter to process information into written or electronic form; and,
 - Processing and organizing various types of data and information into both written and electronic formats.
- ❖ Ability to perform the following:
 - Critically analyze data and make sound, independent decisions;
 - Prepare and manipulate spreadsheets as a part of data management;
 - Meet deadlines and maintain clerical records accurately;

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- Enter data into customized or proprietary software, and to produce reports requested or required;
- Assist customers in making informed transportation choices;
- Project a positive and professional image;
- Effectively utilize a Windows-compatible computer to facilitate communication and track Program information;
- Demonstrate and interact respectfully with individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Understand and maintain effective working relationships with staff, partnering agencies, businesses, customers, and the general public;
- Understand and follow or provide, oral and/or written instructions, some of which may include multi-faceted procedures, and work independently of direct supervision;
- Understand problems of customers and the ability to exercise sound judgment in appraising needs of customers and directing them to appropriate service to meet their needs;
- Collect, organize, and process information for requested reports;
- Transfer information accurately from one source to another;
- Proofread the straight transfer of information for accuracy and initiate corrective action;
- Perform basic arithmetic calculations;
- Concentrate for long periods of time;
- Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
- Operate normal office machines with appropriate speed and efficiency;
- Organize and prioritize work, and develop effective work methods in an area which involves variable phases or different techniques and procedures; and,
- Maintain confidentiality at all times.