



**Transportation Administrative Assistant
PART TIME, NON-EXEMPT, NO BENEFITS**

Position Description:

The Transportation Administrative Assistant (TAA) is employed by SWCI as an Assistant for the Southwest Rides (SWR) program. The TAA reports to and works closely with the Transportation Manager and is responsible for scheduling and organizing rides, answering phones and managing data in multiple systems. The TAA must have excellent organizational skills and be efficient and professional at all times.

Responsibilities:

- Provide timely and professional customer service to SWCI and SWR personnel, riders, medical partners, community partners and funders for the transportation services program.
- Responsible to answer all dispatch-related calls and e-mails coming into the program.
- Responsible for maintaining rider confidentiality and protecting rider medical information according to HIPPA standards
- Will be responsible for timely and accurate record keeping of rider and vehicle paperwork, and scanning and entering rider data into various software systems
- Will need to familiarize one's self with the SWR and SWCI structure and mission statements
- Will be responsible for maintaining communication with all route drivers, Manager and Fleet Specialist
- Will be responsible for coordinating, assigning and dispatching rides
- Will be responsible for answering all incoming phone calls, returning voicemails and making reminder calls each day
- Will be expected to abide by all policies and procedures
- Must be able to organize, multitask, prioritize and work under pressure
- Will be responsible for occasionally communicating with clinics in the community to assist riders with scheduling conflicts
- Will serve as a backup for fingerprinting program
- Other duties as needed for daily operations
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Qualifications:

- Relevant experience with dispatch of public transportation programs or services preferred
- High school diploma or =equivalent
- Knowledge of available community resources and public assistance programs
- Effective oral and written communication skills
- Evidence of the practice of a high level of confidentiality
- Excellent time management and organizational skills
- Ability to work independently, as well as collaboratively, in a positive team environment
- Experience with Microsoft Suite and other databases
- Valid driver's license
- Pass a Colorado background check and drug test

Print name: _____

Date: _____

Signature: _____