



Job Description

Position: Director of Paratransit
Department: Transit Operations- Paratransit
Reports To: General Superintendant

Job Summary:

The Director of Paratransit assures the efficient operation of paratransit staff in performing their client assessments, Eligibility procedures, coordination of the Travel Training Program and any necessary additional medical assessments. Supervises personnel and ensures that scheduled interview and training services operate efficiently. Monitors the timely response to applicants regarding the eligibility process. Plans, supervises and evaluates daily paratransit transportation.

Essential Job Functions:

- Monitors all phases of the Paratransit departments' processing of Handi-Ride service applications for all new and recertified clients, insuring all are processed in strict compliance of ADA regulations.
- Implement and monitor standard medical assessments, by medical professionals, as needed for applicants within the assessment process.
- Implement and monitor a Travel Training program within the operations division and with outside agencies, assisting them with the curriculum and the necessary funding to maintain the daily operation of the program.
- Monitors and maintains scheduled Sensitivity Training of all bus operators and operations staff, coordinating said training with bus operations training staff.
- Provides direction and assistance for travel instruction plans outlining the teaching processes for both individual and groups of trainees, to include but not limited to route training, mobility training, and bus familiarization.
- Develop independent travel and mobility training for eligible riders designed to educate paratransit eligible clients how to use fixed route transportation service.
- Supervises, instructs, counsels and coaches eligibility and training staff, enforcing HRT rules and policies, general appearance, and readiness to work; documents daily activity as required.
- Evaluates daily bus schedules and recommends paratransit service modifications to increase efficiencies in grouping paratransit customers on regular route services. Development of systems to improve the effectiveness of the service area.
- Collect and submit participant information to project staff.
- Prepare and deliver presentations to both internal department and outside agencies as needed.
- Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures.
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for handling all related job responsibilities in accordance to HRT's Environmental Policy, relevant EMS Standard Operating Procedures, and Emergency Management Plan
- Responsible for ensuring employees in their respective functional areas have adequate training and tools necessary to meet the requirements of the EMS procedures and SOPs
- Responsible for observing and evaluating required EMS competencies among employees in their respective functional areas
- Prepare and/or coordinate with other departments any documentation required in support of the FTA triennial reviews, drug and alcohol audits, independent audits, state audits, EEO Program audit, etc.

Examples of Duties (Duties listed are not intended to be all inclusive nor to limit duties that might reasonably be assigned)

- Maintains a thorough knowledge of all routes, fare structure, operating procedures, geography and landmarks of the area;
- Meets with City and private agencies to develop plans and schedules for increasing ADA environmental compliance within HRT's service area.
- Maintains a considerable knowledge of HRT policies and procedures, rules and regulations affecting transit operation.
- Works on departmental and interdepartmental projects, committee work, and communicates with management teams regarding all-important issues involving paratransit services.
- Maintain positive effective working relationship with all personnel.
- Enter information from daily reports into computer, Prepare and generate daily and special reports as required
- Maintains information related to traffic conditions, street information and emergency conditions;
- Keeps General Superintendent informed of any problems through effective communication;
- Answers inquiries about transportation services, routes, schedules, stop locations, and fares;
- Participates in staff meetings and attends other meetings, training sessions and seminars as required;
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for ensuring employees in their respective functional areas have adequate training and tools necessary to meet the requirements of the EMS procedures and SOPs
- Responsible for observing and evaluating required EMS competencies among employees in their respective functional areas
- Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures.
- Develop and maintain departmental marketing and public relations strategies and materials promoting public transportation for all residents.
- Conduct field assessments and develop training plans for clients with mobility and/or cognitive limitations
- Performs other duties as assigned.

Required Knowledge, Abilities and Skills essential to Job Functions:

Ability to work with limited supervision from the General Superintendent. Occasionally must work outside regular service and business hours as required. Ability to work shifts up to ten (10) hours in length, or longer in emergencies. Ability to use independent judgment and initiative in accordance with the accepted policies and procedures when faced with difficult or emergency situations. Ability to remain courteous and tactful under stress and pressure from customers, vehicle operators, and co-workers. Considerable knowledge of the service area, routes and of types of equipment. Ability to work independently. Ability to concentrate for long periods of time. Ability to speak clearly and concisely and to understand views and concerns of others. Ability to comprehend verbal information transmitted via radio or telephone and to speak in a manner that will be clearly transmitted by radio or telephone. Ability to read schedules, street maps, and local aids, and comprehend directions of travel. Ability to enter, correct and retrieve data using spreadsheets and word-processing software. Considerable knowledge of HRT policies and procedures, rules and regulations affecting transit operation. Knowledge of HIPAA principals and processes for providing customer and personal information services. Ability to assess customer needs, setting and maintaining quality service



standards and evaluate customer satisfaction. Critical thinking, using logic and reasoning to identify strengths and weaknesses of alternative approaches, conclusions, and solutions to problems.

Required Software Knowledge and Skills essential to Job Functions:

Proficient in using Trapeze is required. Proficiency in using transit computer systems and the listed software applications associated with performance of assigned work is essential. Basic problem solving skills associated with software applications used is expected. Software usage relevant to job duties will be evaluated.

Essential Software Applications:

MS Windows, MS Word, MS Outlook, MS Excel, MS Power Point

Education and/or Experience:

3 years transit/paratransit experience and/or equivalent experience and education required; 3 year experience in supervisory/management capacity; graduation from high school or GED; current DMV driving record with no more than -2 points against record; or no reckless driving or DUI convictions in the past 7 years; Valid Virginia drivers license

Licenses or Certificates:

None

Special Requirements:

None

FLSA Status:

Exempt

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. Requires frequent bending and kneeling. Must be able to drive and operate a company vehicle.

Unusual Demands:

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. Work involves meeting multiple demands on a timely basis. This is a 24 hours per day/7day per week operation. Hours may include holidays, and/or weekends. Includes working holidays and shifts up to 10 hours or longer during emergencies.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development or Human Resource Departments.