

RIDE CONNECTION POSITION DESCRIPTION TRAINING SPECIALIST - BILINGUAL

Position Title: Training Specialist - Bilingual
Position Reports To: Training Manager
Full-Time Equivalent: 1.0 FTE
Positions Supervised: None
Status: Non-Exempt

Position Summary

The Ride Connection Training Specialist works in collaboration with the members of the training team to deliver Ride Connection's training programs and curriculums. This position's focus is on classroom instruction. This position also provides backup for behind the wheel training as needed.

The Training Specialist achieves the safest possible service delivery by providing up-to-date, coordinated, appropriate, frequent, accessible training to community transportation drivers across the state, as well as staff, volunteers and the network of Ride Connection transportation partners.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values:

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Delivers regularly scheduled, quality training opportunities as assigned by the Training Manager. Training responsibilities include, but not limited to:
 - Defensive Driving
 - Passenger Assistance
 - Wheelchair Securement
- Coordinates auxiliary trainings as assigned. Including, but not limited to:
 - Winter Driving Training
 - Diversity, Equity and Inclusion
 - HIPAA
 - First Aide/CPR
 - Reasonable Suspicion
- Supports train the trainer for vehicle orientation and behind the wheel training including road testing
- Serves as back up trainer for vehicle orientation and behind the wheel training including road testing
- Supports transportation providers in developing and maintaining ongoing company led training programs
- Develops training materials as assigned by Training Manager
- Educates drivers and staff on how the Americans with Disabilities Act (ADA) applies to transportation access
- Identifies safety risks and recommends solutions
- Completes all reports and paperwork as required
- Represents Ride Connection in a professional manner to our service partners, our funders and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends all staff meetings as required
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- BA degree in a related field or a minimum of three years of experience that is directly related to the duties and responsibilities specified or the equivalent combination of education and/or relevant experience
- Demonstrated training skills
- Ability to speak other languages in addition to English
- Ability to effectively communicate key information to customers as well as staff members
- Ability and willingness to work one Saturday per month
- Willing to travel as needed (including overnight travel) throughout Oregon to deliver training courses
- Ability to organize and manage time effectively
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills
- Proficient in standard office software and/or other presentation software
- Must have access to reliable transportation for employment purposes which may include overnights, evenings and weekends
- Must maintain proof of auto insurance and comply with State regulations if using own vehicle
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Ability to pass a National Criminal Record Check which includes fingerprint identification

Preferred Qualifications

- Instructor certification in PASS, First Aid/CPR or other related topics
- 4 or more years of professional driving that includes coaching other drivers and experience driving a larger vehicle
- Experience with older adults and/or people with disabilities
- Experience and passion working for a non-profit organization

- Experience providing physical assistance to people who may need assistance walking, stair climbing or transferring from a wheelchair to a seat

Physical Requirements

- Repetitive motion
- Prolonged sitting and standing
- Extensive visual/hearing involvement
- Works in various environments including office, classroom and in a vehicle
- Frequent use of a computer
- Frequent lifting of items from below the knees or above the shoulders
- Frequent lifting up to 40 pounds
- Ability to crouch and kneel for short periods of time
- Frequent climbing of stairs
- Ability to spend time outdoors in hot or cold climates

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.