

RIDE CONNECTION POSITION DESCRIPTION SERVICE PLANNER

Position Title: Service Planner
Position Reports To: Lead Service Planner
Full-Time Equivalent: 100%
Positions Supervised: Volunteers, as applicable
Status: Exempt

Position Summary

The Service Planner supports the Lead Service Planner and works with transportation partners, customers, Ride Connection staff, public agencies, and community agencies to coordinate, plan, and expand area transportation services. The Service Planner also works to ensure that service partner programs within Ride Connection's network operate efficient, compliant transportation programs that address customer needs and meet program goals. The Service Planner works with transportation partners, customers, Ride Connection staff, public agencies, and community agencies. The Service Planner works independently and manages projects assigned by the Lead Service Planner and participates as a member of the Service Team.

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 staff and volunteers.
- Maintain collaborative relationships with Network Providers.
- Deliver safe, personalized and accessible transportation services.
- Assure honest, reliable and accountable business relationships.

Teamwork – Exhibits spirit of cooperation, showing adaptability and flexibility in work groups and with volunteers. Supports team goals, assists co-workers and shows appreciation for others.

Respect and Caring – Consistently interacts with others in a courteous and professional manner. Maintains confidentiality.

Effective Use of Resources – Uses all resources of office and position effectively. Makes efficient use of the time and talents of others. Does not waste materials, supplies or time.

Initiative – Shows independence and initiative. Demonstrates creativity in problem solving, contributing new ideas and solutions.

Leads by Example

Major Duties and Responsibilities

- Monitors and evaluates the performance of Ride Connection's transportation services and advises the Lead Service Planner on performance issues
- Collaborates with stakeholders to design and implement new transportation services and/or make appropriate adjustments to existing services or programs. Identifies and addresses transportation:
 - Needs of customers, service partners and stakeholders
 - Opportunities to improve or modify individual program and network service delivery
 - Methods for maximizing program and network efficiency and coordination
- Develops and maintains
 - Appropriate methods to evaluate program performance
 - Realistic measures for service delivery
 - Relationships with stakeholders in order to coordinate service design and delivery
- Actively support inclusive practices that determine the needs and preferences of Ride Connection's target population.
- Stays informed of current trends in transportation including Mobility as a Service and technology.
- Consistently pursues public engagement for new and existing service design.
- Assists in preparing scopes of work and service delivery documentation for incoming and outgoing contracts.
- Evaluates cost efficiency of network service delivery
- Reviews data and creates/issues reports according to prescribed timelines
- Assists with research on assigned projects and provides informational reports
- Maintains maps and demographic information.
- Develops new in-depth analysis on alternative transportation solutions to determine if conceptual understanding aligns with transportation needs of customers, community vision, transportation/land use plans and policy requirements.
- Supports the preparation of proposals, transportation planning documents, and implementation of new service which includes facilitating highly engaged stakeholder and public involvement.
- Participates in various workshops and educational programs and maintain knowledge on all industry relevant publications

- Presents Ride Connection and its programs publicly by making formal and informal presentations at community meetings, events or in other appropriate venues to diverse audiences
- Participates as a member of the Service Team
- Provides problem resolution, information and technical support to staff, service partners and customers
- Attends agency staff meetings, management meetings and Board/committee meetings, and trainings as required
- Provides additional support and expertise 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 and other partners
- 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
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- BA degree in a related field with a minimum of two years of progressively responsible experience that is directly related to the duties and responsibilities specified or the equivalent combination of education and/or relevant experience
- Experience with transportation service planning
- Experience in demand-response public transportation
- Transportation program management
- Comprehensive knowledge of the area
- Ability to work with a diversity of individuals including staff, Ride Connection's network partners, community and government agencies, volunteers, and riders to design methods for improving transportation delivery
- Ability to analyze transportation service delivery and recommend new designs, improvements, or solutions
- Ability to evaluate performance of contracted transportation partners and recommend methods to improve service delivery and achieve/maintain contract compliance
- Demonstrated public speaking and presentation skills
- Demonstrated writing skills and the ability to write articulately about Ride Connection's programs, mission and vision
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages

- 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
- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Frequent use of the computer
- Office environment
- Extensive visual/hearing involvement
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

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.