

**RIDE CONNECTION
POSITION DESCRIPTION
Lead Service Planner**

Position Title: Lead Service Planner
Position Reports To: Operations Director
Full-Time Equivalent: 100%
Positions Supervised: Volunteer and Paid staff
Status: Exempt

Position Summary

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

- Leads to ensure monitoring and evaluation of performance of Ride Connection's transportation services and advises the Chief Operating Officer on performance issues
- Coordinates collaboration with stakeholders to design and implement new transportation services and/or make appropriate adjustments to existing services
- Working as the lead with Service Specialists, identifies and addresses transportation:
 - Needs of customers, service partners and stakeholders in both rural and urban environments
 - Opportunities to improve or modify individual program and network service delivery for both demand response and deviated fixed route service
 - Methods for maximizing program and network efficiency and coordination
- Leads Service Specialists' efforts to develop and maintain
 - Appropriate methods to evaluate program performance
 - Realistic measures for service delivery
 - Relationships with stakeholders in order to coordinate service design and delivery
- Supervises Service Specialists and Service Data Specialist.
- 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 service maps and demographic information in ArcGIS
- Develops 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
- Manages the state and federal grants process, including internal review, collaboration with partner organizations and communication with granting organizations
- Manages and implements public transit services such as last mile connector services, working with Transportation Managers, Drivers, riders, local transit agencies and other potential partners to coordinate efficient and well-traveled service

- Stays informed of current trends in transportation including Mobility as a Service (MaaS), Transportation Networking Companies (TNC) and technology
- Leads in 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 maintains knowledge on all industry relevant publications
- Responds to inquiries and complaints from service partners in order to provide information, maintains good customer relations and improves approved vendor list
- 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
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Participates in required training programs and attends all staff meetings as required
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

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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
- 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 with transportation service planning
- Experience in demand-response public transportation
- Experience in transportation program management
- Comprehensive knowledge of the area
- 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
- Occasional travel within the metropolitan region
- 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.