

## **Mart Van Coordinator – Council On Aging Per Diem**

### **Position Purpose:**

The purpose of this position is to provide safe transportation to all seniors and disabled within the Ayer Community. Also to dispatch and set all transportation on the daily trip sheets as needed.

### **Supervision:**

*Supervision Scope:* Performs varied and responsible duties requiring a thorough working knowledge of MART operations and the exercise of judgment and initiative to perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

*Supervision Received:* Work is performed under the general direction of the Executive Director of the Ayer Council on Aging.

*Supervision Given:* None.

### **Job Environment:**

Work is performed under typical COA office environment and on the MART Van

Operates MART VAN, computer, printers, facsimile machine, copier, calculator, typewriter, Phone system and other standard office equipment.

Has access to a wide range of department-related confidential information such as personnel records, bid proposals, negotiating positions, personal information about citizens, and investigative reports, requiring the application of appropriate judgment, discretion and professional protocols.

### **Essential Functions:**

- Must have experience coordinating the schedule for all van appointments.
- Must be able to answer the dispatch MART phone in a clear/professional manner.
- Must keep an organized daily trip sheet for scheduling rides.
- Must have experience servicing the needs for public transportation.
- Must have experience driving the public.
- Must be courteous, sensitive and understanding to the needs of all using the MART Van service.
- Must have knowledge and /or ability to learn street, roads, community facilities, and be able to read and follow directions.

- Must be able to give and follow direction from both the driver and/or dispatcher.  
Work as a TEAM
- Must maintain a level of CONFIDENTIALITY among all riders.
- Must be able to establish and maintain effective working relationship with peers, riders, and COA Executive Director.
- Will report directly to the COA Executive Director.
- Review and follow all COA MART van policies.
- Submit any additions or deletions to COA director for policy update
- Notify clients of any changes in COA MART van policies.
- Notify any changes on the MART van to the COA Director.
- To attend all scheduled training through MART.
- To complete training successfully through MART.
- Present any new ideas to the COA Director for services of the van.
- Survey the clients using the MART van service for new ideas.
- To attend monthly staff meetings held by the COA Director.
- To work freely with all members of the COA staff.
- Daily safety checks of the MART van.
- Maintain quality level of cleanliness on the MART van.
- Maintain level of fuel for daily use.
- Report any problems to the COA Director.
- To check daily trip sheet for rider schedule.
- To communicate openly with the MART Dispatcher.
- To turn in daily revenue.
- To make sure all paperwork is turned into MART weekly.
- To maintain drivers daily trip sheet for director's monthly report.
- To report any problems or concerns directly to the COA Director.

Additional duties maybe added to the MART Van Coordinator responsibilities as the job changes or expands or AS NEEDED.

**Recommended Minimum Qualifications:**

- Must be at least 21 years of age
- Must have a high school diploma/GED
- Must pass Massachusetts CORI check
- Must have Class D Valid Massachusetts Driver's License
- Must pass required Department of Transportation (DOT) drug screening
- Must maintain ALL trainings required through MART