TOWN OF BLOOMFIELD
Council-Manager Government Since 1941

Open Opportunity

Mini-Bus Coordinator

This position has a 9-step hourly salary range ($37.58 to $47.06)
Starting Salary $37.58 hourly/$68,398 annually (35 hours weekly)

The incumbent chosen for this position will plan, organize, administer and supervise the Mini-Bus Transportation Program for the Town’s senior and medically eligible population. Supervise and schedule drivers, set up appointments for riders, receive and transmit dispatch calls to drivers, and drive a mini-bus as needed. Prepare and handle reports and payroll for the department. Prepare and administer grants; process billing and collection of mini-bus fees; assist with preparing the budget for the Mini Bus Transportation Program. May supervise/escort senior day or overnight trips. Maintain and improve the efficiency and effectiveness of all areas under his/her direction and control. Serves as website coordinator in charge of publishing and maintaining content for the Senior Services Office. Manages social media platforms (Facebook and Instagram). Creates brochures, posters, flyers, advertisements and other promotional materials. Uses a variety of online and social media tools to facilitate community relations and citizen engagement.

Minimum Qualifications

Associate’s degree in gerontology, business administration, social work or related degree from an accredited college or program and have two (2) years of experience in senior service agencies or related work experience, including two (2) years of supervisory exposure, preferably in a union environment; or any equivalent combination of education, training and work experience. Must have and maintain a valid Commercial Driver’s License with passenger (P) endorsement, along with one of the following endorsements: V, A, or F. Must have general knowledge and ability to manage social media platforms and technology applications; such as flyers, advertisement and other promotional outlets.

Selection Process

All appointments and promotions shall be made according to merit and fitness for performing the functions of the position, including factors such as education, experience, aptitude, knowledge, character, ethics, or other qualifications that would determine the best candidate for the position. Examinations may include written, oral, physical, or performance tests or any combination of the various types of examinations. Offers of employment are contingent upon satisfactory results on a background check, pre-employment physical, drug screening and verification of information on the employment application.

Applications

Applications may be obtained from the Department of Human Resources, 800 Bloomfield Ave., Bloomfield, CT 06002, or on our website at www.bloomfieldct.org and must be submitted to Human Resources along with a resume and cover letter. Applications accepted until sufficient applications are received. Applications accepted ONLY by mail, email – sdaley@bloomfieldct.org or at the Human Resources Department at Town Hall.

Town of Bloomfield is an affirmative action/equal employment opportunity employer. Minorities, women & persons with disabilities are encouraged to apply. Persons with a disability who may need this information in an alternative format or who may need accommodations during the testing procedure should contact HR Department at 860-769-3544 or at rmullis@bloomfieldct.org.

Posted: 9/22/22
TOWN OF BLOOMFIELD
Mini-Bus Coordinator

Department: Senior Services  Non-exempt  Grade: NU-9

Position Purpose:

To plan, organize, administer and supervise the Mini-bus Transportation Programs for the Town's senior and medically-eligible population. This includes, but is not limited to, scheduling rides and riders, setting up appointments, dispatching, supervising drivers, preparing reports, and driving a mini-bus or van when needed. The Mini-Bus Coordinator is responsible for maintaining and improving the efficiency and effectiveness of all areas under his/her direction and control.

Further, the mini-bus coordinator assumes oversight of the general operation of the Senior Services Department in the absence of both the Senior Services Director and the Operations Manager.

Supervision:

Supervision scope: Performs varied and responsible supervisory and administrative duties requiring knowledge of mini-bus transportation programs. Exercises good judgment and the initiative to effectively manage the Mini-bus Transportation Program.

Supervision received: Works under the direction of the Senior Services Operations Manager, following professional standards, procedures and policies.

Supervision given: Supervises mini-bus drivers.

Job Environment:

Administrative work is performed in a busy and frequently noisy office; considerable time is spent answering telephones and assisting visitors to the department. Occasionally called upon to drive a town vehicle (mini-bus, van, or car) under possibly adverse weather conditions, including extreme heat and/or cold.

Requires the operation of town vehicles (mini-bus, van, auto), telephones (both cellular and landline), dispatching equipment, and general office equipment including, but not limited to, computers, iPad, virtual presentation devices, copiers, calculators, cameras and facsimile machines.

Regular contact requiring a high level of courtesy, respect and patience with mini-bus passengers, neighbors, families/caregivers, volunteers, nursing homes, healthcare facilities, physician offices, regional transportation agencies, vendors, local and state government employees (including counterparts in other communities), and coworkers. Communication may be in person, by telephone, fax, email, or traditional mail.

Errors in judgment could result in monetary loss, delay in services, potential liability.
Essential Job Functions:
(The essential functions or duties listed below are intended for illustration purposes only. The omission of specific
statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment
to the position.)

- Administers, supervises and manages the Mini-Bus Transportation Program, including
  the scheduling of staff, scheduling client pickups, dispatching of drivers for pickups
  based on calls received, answering questions concerning policies, conflict resolution;
  inspects buses; prepares reports of trips taken, clients served (including those who use
  assistive devices such as wheelchairs, walkers and canes), and fuel consumption.
- Drives mini-bus or other town vehicles, as needed.
- Applies for and administers grants for transportation programs.
- Prepares department payroll, as needed.
- Orders department uniforms and other supplies for transportation program; assists with
  ordering of supplies for the Senior Services Department.
- Prepares articles for the senior center newsletter.
- Processes invoices for transportation program (i.e., radio service, supplies and uniforms).
- Assists with duties of administrative staff as necessary (i.e., meals on wheels program,
  senior lunch program, and class and event registrations).
- May supervise/escort day or overnight trips and excursions to ensure safety and
  wellbeing of participants.
- Submits both oral and written reports to town officials and state agencies as necessary.
- Serves as liaison to various committees; attends regional transportation meetings.
- Serves as department website coordinator to publish and maintain content for the Senior
  Services Department.
- Manages social media platforms (i.e. Facebook and Instagram).
- Creates brochures, posters, flyers, advertisement and other promotional materials.
- Uses a variety of online and social media tools to facilitate community relations and
  citizen engagement.

Other Functions:
- Performs similar or related work as required, directed, or as situation dictates.
- Continues professional development. Maintains knowledge of senior transportation
  services programs.
- Assists other department staff members as necessary to promote a team effort in serving
  the public.

Minimum Required Qualifications:

Education, Training and Experience:
Associate’s degree in gerontology, business administration, social work, or a related degree from
an accredited college or program; two (2) years of experience in senior service agencies or related
work experience, two (2) years of supervisory exposure, preferably in a union environment; or any
equivalent combination of education, training, supervision and work experience.
**Special Requirements:** Must have and maintain a valid CDL with passenger endorsement. Must submit to CDL drug testing regulations.

**Knowledge, Ability & Skill:**
Strong knowledge of modern municipal senior transportation programs; knowledge of Bloomfield senior center operations, road routes, and landmarks (to ensure the efficient movement to and from destinations); bookkeeping and payroll processes and records management; grant writing and administration; state statutes and legislation relating to senior services; computer systems including use of spreadsheets to maintain records, process payroll and department expenditures.

Ability to deal with senior neighbors who may be upset, worried or anxious; recognize, identify and solve problems; enforce rules; develop and manage municipal mini-bus transportation program; set priorities; maintain good working relationships with all neighbors, residents and regional agencies; write and manage grants; prepare reports (both oral and written); maintain records; use computer systems and databases; assign, train and supervise mini-bus drivers; assist with operating budget for the assigned programs.

Good verbal and written communication skills necessary for working with and explaining programs and regulations and for supervising and training staff; for working with older individuals and their families/caregivers, and maintaining effective working relationships; problem solving, listening, and customer service skills; attention to detail. Skilled in use of previously-mentioned office equipment/technology. Effective leadership, time management and organizational skills.

**Physical and Mental Requirements**

<table>
<thead>
<tr>
<th>Work Environment</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
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<tbody>
<tr>
<td>Outdoor Weather Conditions</td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Work in high, precarious places</td>
<td>X</td>
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<tr>
<td>Work with toxic or caustic chemicals</td>
<td>X</td>
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<tr>
<td>Work with fumes or airborne particles</td>
<td>X</td>
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<tr>
<td>Non-weather-related - extreme heat/cold</td>
<td>X</td>
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<tr>
<td>Work near moving mechanical parts</td>
<td>X</td>
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<tr>
<td>Risk of electrical shock</td>
<td>X</td>
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<tr>
<td>Vibration</td>
<td>X</td>
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<tr>
<td>Standing</td>
<td>X</td>
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<tr>
<td>Walking</td>
<td>X</td>
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<tr>
<td>Sitting</td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Talking &amp; Hearing</td>
<td>X</td>
<td></td>
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<tr>
<td>Using hands/fingers to handle/feel</td>
<td>X</td>
<td></td>
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<tr>
<td>Climbing or balancing</td>
<td>X</td>
<td></td>
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<tr>
<td>Stooping, kneeling, crouching, crawling</td>
<td>X</td>
<td></td>
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<tr>
<td>Reaching with hands and arms</td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>Smelling</td>
<td>X</td>
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<tr>
<td>Bending, pulling, pushing</td>
<td>X</td>
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<tr>
<td>Other - driving</td>
<td>X</td>
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### Lifting Requirements

<table>
<thead>
<tr>
<th>Weight Range</th>
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<tbody>
<tr>
<td>Up to 10 pounds</td>
<td>X</td>
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<tr>
<td>Up to 25 pounds</td>
<td>X</td>
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<tr>
<td>Up to 50 pounds</td>
<td>X</td>
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<tr>
<td>Up to 75 pounds</td>
<td>X</td>
</tr>
<tr>
<td>Up to 100 pounds</td>
<td>X</td>
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<tr>
<td>Over 100 pounds</td>
<td>X</td>
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</table>

### Noise Levels

<table>
<thead>
<tr>
<th>Noise Level</th>
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<tbody>
<tr>
<td>Very quiet (forest, isolation booth)</td>
<td>X</td>
</tr>
<tr>
<td>Quiet (library, public office)</td>
<td>X</td>
</tr>
<tr>
<td>Moderate noise (computer, light traffic)</td>
<td>X</td>
</tr>
<tr>
<td>Loud noise (heavy equipment, traffic)</td>
<td>X</td>
</tr>
<tr>
<td>Very loud (jack hammer)</td>
<td>X</td>
</tr>
</tbody>
</table>

### Vision Requirements

- X Close vision (i.e., clear vision at 20 inches or less)
- X Distance vision (i.e., clear vision at 20 feet or more)
- X Color vision (i.e., ability to identify and distinguish colors)
- X Peripheral vision (i.e., ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- X Depth perception (i.e., three-dimensional vision, ability to judge distances and special relationships)

### Competencies:

To perform the job successfully, the individual will demonstrate the following competencies:

**Customer service:** Manages difficult or emotional neighbors/resident situations; responds promptly to neighbor/resident needs; responds to requests for service and assistance; meets commitments.

**Interpersonal skills:** Listens to others without interrupting; keeps emotions under control; remains open to the ideas of others and tries new things.

**Oral communication:** Listens and obtains clarification; responds to questions effectively and accurately.

**Written communication:** Ability to read and interpret written information.

**Teamwork:** Offers and welcomes feedback; contributes to building a positive team spirit; plans success of team above own interests.

**Cost Conscious:** Conserves Town/department resources.
**Diversity:** Shows respect for and sensitivity to cultural and other differences; promotes a harassment-free environment.

**Ethics:** Treats others with respect; inspires the trust of others; works ethically and with integrity; upholds Town/department values.

**Organizational support:** Follows established policies and procedures; completes administrative tasks correctly and completes work in timely manner.

**Judgment:** Exhibits sound and accurate judgment.

**Planning/Organizing:** Uses time efficiently.

**Professionalism:** Approaches others in a tactful manner; treats others with respect and consideration, regardless of their status or position; reacts well under pressure; accepts responsibility for own actions; follows through on commitments.

**Quality of work:** Completes assignments with accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and security:** Follows safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

**Adaptability:** Adapts to changes in the work environment; is able to adapt to frequent change, delays, or unexpected events.

**Attendance/punctuality:** Is consistently at work and on-time.

**Dependability** – Follows instructions, responds to management direction; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** – Asks for and offers help when needed.

**Innovation** – Generates suggestions for improving work.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)