



## **ALLEN SENIOR TRANSPORTATION PROGRAM**

### **Data Entry Clerk/Driver Job Description**

#### **Summary**

The Transportation Data Entry Clerk/Driver of the Allen Transportation Program will be responsible for scheduling transportation for the senior population of the Allen Senior Transportation Program in the Southeast Jamaica Queens community. This includes transportation to a variety of locations including senior centers, service agencies, recreational activities, and to medical or other essential appointments. As needed, back-up driver assignments will be expected.

#### **Responsibilities:**

*The Data Entry Clerk/Driver will report directly to the Transportation Director. The following list of duties describes the various types of work that may be performed but is not an all-inclusive list of duties.*

- Work with the Dispatcher to schedule all transportation for senior population between Senior Centers and their homes; local trips, and medical appointments.
- Maintain data base of and medical trips of the Allen Senior Citizens Centers ensuring adequate number of available drivers.
- Handle problems and unforeseen situations as they arise, such as a bus with a flat tire, to an unexpected roadway closure. This includes sending out another vehicle to take over the route, look for a new way to get to the desired destination, or notifying customers or other concerned parties about a delay.
- Serve as a liaison between different drivers and seniors, as well as correspond with maintenance to see which vehicles are available and when out-of-service ones will be returned to the lot.
- Provide reports detailing accounts of activities in order to look for patterns or inefficiencies, due road problems, traffic, or inclement weather.
- Monitor safety concerns such as, driver's health conditions and emergency situations with vehicles while on the road.
- As driver, on an as needed basis, transport elderly clients to and from various destinations including senior center, shopping, and local trips.
  - Assisting the participants on and off the bus; assist with their packages (within reason)
  - Ensure the safety of the passengers using seat belts, wheelchair tie downs, and other safety devices.
  - Complete daily passenger logs and maintain accurate records.
  - Collect and record participant contributions

**Allen Senior Transportation Program**

92-47 165th Street

Jamaica, New York 11433

Tel: (929) 480-6571

*Funded By the N.Y.C. Department for the Aging*



**Skills:**

- Organized problem-solver capable of dealing with information from multiple sources and acting accordingly.
- Effective communicator to ensure clarity with all parties involved in each situation.
- Ability to maintain calm demeanor in the face of surprise situations in order to rectify them quickly and efficiently.
- Pro-active thinker to anticipate potential problems, such as allowing extra delivery time during stormy weather.
- Manage time wisely both to be an effective employee and to spot ways in which transportation routes and procedures could be improved.
- Display commitment to teamwork since the job entails contact with a variety of people.

**Minimum Qualifications:**

- High School Diploma, Associate or Bachelor degree is helpful.
- Valid New York State Driver's License – Commercial Driver's License B with passenger endorsement.
- Three years of driving experience in New York City with vehicle of comparable size.
- Ability to read, write and speak English.
- Knowledge and ability to work efficiently with Microsoft Word and Excel.
- Demonstrated sensitivity to the elderly population

**Program Type:** Full-time

**Allen Senior Transportation Program**

92-47 165th Street

Jamaica, New York 11433

Tel: (929) 480-6571

*Funded By the N.Y.C. Department for the Aging*