



**“Community Transportation for Everyone”**

## **Program Support Administrator**

Responsibilities:

- Recruit new volunteers into the program
- Maintain accurate files on all volunteer drivers
- Collect all insurance/vehicle information from volunteer drivers; Advise drivers that they cannot drive if any paperwork is missing.
- Background checks on all potential and existing drivers on an annual basis
- Reference checks on all potential volunteer drivers
- Orientation for new volunteer drivers
- Make Quality Control calls weekly on all volunteers on a random basis and maintain accurate records of calls; Bring any issues or concerns to the Program Manager
- Hold annual review with each volunteer driver
- Attend any volunteer committee meetings
- Enter volunteer stats into computer system
- Enter volunteer driver information into computer system to allow for reimbursement to volunteer drivers; contact volunteer drivers when necessary to clarify data; verify data with Program Manager
- Back up Dispatch by answering phones during the absence of Dispatch staff or when assigned
- Maintain current knowledge of bus routes as well as all rules/regulations pertaining to the Dispatch area
- Other duties for the Program Management or other departments as assigned.
- Provide administrative support to the Program Manager by providing data to assist him/her in the Program Management role; Perform specific Program Management duties in the absence of the Program Manager

Requirements:

- 3 or more years of experience in an administrative support role
- Experience with Volunteer Recruitment and Coordination desired
- Strong analytical skills
- Strong customer service skills and experience
- Computer proficiency including use of Excel, Word, Outlook and database management programs
- Good oral and written communication skills
- Ability to maintain a high level of confidentiality
- Ability to work independently and as a team
- Ability to learn new software
- A high level of professionalism and ability to maintain a positive attitude
- Strong attention to detail
- Sense of humor a plus

**Competitive salary and excellent benefits. Good working environment.**

**Employment contingent upon passing required background checks and pre-employment drug testing.**

Please submit resume via email to: [gina@stagecoach-rides.org](mailto:gina@stagecoach-rides.org)

**Application Deadline April 28, 2017**