

Duties and Responsibilities:

1) Supervision

- Recruit, hire, train, and schedule drivers and dispatchers
- Supervise the day-to-day work of van drivers and dispatchers
- Encourage collaboration and nurture community within the staff
- Supervise the scheduling of rides and assist dispatchers with logistics
- Operate and oversee route-scheduling system (Outlook)
- Consult with Assistant Director regarding daily operations/staffing issues
- Complete performance evaluations of all transportation staff each semester
- Implement appropriate/approved employee disciplinary action as needed

2) Administrative

- Provide quality customer service by investigating and resolving rider and staff concerns
- Participate in pre-enrollment meetings with prospective and new student riders
- Manage contracts and assist CSD Staff with billing process
- Review student needs and make recommendations for developing, implementing, improving, and expanding alternative transportation services, and policies
- Prepare monthly reports (ride counts, staffing numbers)
- Inspect vehicles frequently to ensure compliance with safety standards (tie-downs, ramps, seatbelts)
- Update vehicle preventative maintenance schedule (oil changes, tire rotation)
- Update mileage, usage, alternative transportation, vehicle, and other related reports and records
- Develop/maintain relationships with campus departments and community members (Risk Management, Facilities, Planning and Management, Burtness, Pete's Tires, etc...)
- Educate staff regarding University, city and state policies and laws related to transportation
- Determine need, acquire bids and process requests for new equipment if needed
- Assist with development/coordination/presentation of Fall/Spring Student Employee Orientation and monthly Professional Development

3) Provide administrative support for the annual "Opening Horizons" transition event held at the end of Spring Semester

- Meet with committee to assist with the development/coordination/registration/logistics
- Oversee/assist with preparation of copies, folders, nametags, and other materials
- Communicate attendee accommodation needs to appropriate staff members

Expectations and Required Skills:

General

- Knowledge of University and City of Whitewater geographic layout and street locations
- Excellent Oral and Written communication
- Ability to prioritize, manage time, and organize
- Professionalism at all times
- Advocacy for individuals with disabilities
- Knowledge of UW-Whitewater and City of Whitewater resources
- Proficient in data processing/management (Outlook, Word, Excel, Powerpoint)
- Ability to work a minimum 20 hours per week
- Flexibility with schedule and work duties
- Availability– especially during periods of employee training and start/end of semesters
- Ability to work independently as well as part of a team
- Participation in working: Opening Horizons, Graduation, Move-In Day, various Summer Transition Program activities, Plan-It Purple information table, Premiere Day information table, and Fall Orientation
- Other duties as assigned (i.e. Search and Screen Committee work, LEAP, etc...)

Skills

- Provide quality customer service to students, parents, faculty/staff.
- Understand and follow oral and written instructions – Ask questions when clarification is needed
- Work cooperatively with University employees, students, and the public
- Professional oral and written communication
- Knowledge (willingness to learn) about assistive technology software/devices
- Evaluate staff for compliance with safety standards

Benefits:

- Monthly Stipend
- Flexible schedule
- Vacation time
- Health Insurance
- Professional development opportunities
- Summer Employment (hourly) Opportunities

Employee Signature _____ **Date** _____