

## **TRANSPORTATION BROKER**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position oversees a program component of the Community Services for Transportation (CST) project that is designed to provide transportation services to TANF (Temporary Assistance to Needy Families) eligible individuals and families to enable them to obtain and/or retain employment. The incumbent acts as the main liaison between cooperating agencies, including overseeing outreach activities to ensure that the focus of the program is directed to eligible individuals. The incumbent will work with the business community to promote public awareness of services, and will oversee all activities. Work is performed under the direct supervision of a higher-level administrative employee, with leeway allowed for the exercise of independent judgment and initiative. Supervision is exercised over staff within the program.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by positions in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed that could reasonably be expected to be performed by an employee in this title.

1. Identifies and/or develops tracking and reporting forms and procedures;
2. Trains staff from lead and collaborating agencies in relation to the purpose of the project, nature of the work, job responsibilities, etc.;
3. Identifies all forms of transportation currently available in the county and develops ride shares, van pools, direct vehicle donations and low cost sales of vehicles, expanded bus routes, etc.;
4. Coordinates efforts to expand and/or adapt available transportation by working with transportation providers, employers, the business community and private agencies;
5. Initiates and chairs a Transportation Task Force of service providers to improve transportation access and services to eligible clients;
6. Develops and coordinates car repair process and agreements;
7. Acts as liaison with collaborating agencies and ensures compliance;
8. Oversees loan fund for car, bus, and taxi fares;
9. Promotes public awareness of available services.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of the socio-economic background of economically disadvantaged families in order to be sensitive to their needs;

Knowledge of community organizations and institutions that provide assistance to low-income clients to identify eligible families;

Knowledge of geographic areas of employment to plan ride shares, van pools, expanded bus routes, etc.;

Knowledge of regional transportation routes to assess available transportation for eligible individuals;

Ability to supervise the work of others;

Ability to communicate effectively, both orally and in writing;

Ability to establish and maintain effective working relationships with a wide variety of people;

Ability to understand and interpret complex oral and written information;

Ability to evaluate program and individual performance;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

**TRANSPORTATION BROKER** (Cont'd)

**MINIMUM QUALIFICATIONS:**

Graduation from high school and two years of paid work experience working with families in a public or private human service agency, which included intake screening and making referrals to community service agencies.

**NOTE:** Two years of college study in social and/or behavioral sciences may be substituted for the experience on a year for year basis (30 credits equal one year).

**SPECIAL REQUIREMENT:**

A department head may require the possession of a valid New York State Driver license at the time of appointment.

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ADOPTED: 09/28/01