PARATRANSIT COMPLIANCE COORDINATOR
JOB Description

Title: Paratransit Compliance Coordinator
Reports to: Paratransit Manager

Scope: This position is involved in assuring the improvement of transportation services for all passengers within the HST, ADA and COA programs by monitoring the compliance of agencies, vendors, providers and contractors. Ensuring that drivers are trained regarding passenger assistance. Educating agencies and passengers on how to utilize the services that are available. Monitoring and audit of agencies and providers for compliance.

Duties:

- Monitors performance of providers for part transit services through vehicle inspections & audits, site visits direct observation and vehicle trailing
- Performs audits which will review of driver records such as CORI, RMV, Drug & Alcohol testing compliance, vehicle manifests and any related items determined relevant and required by BRTA
- Perform site audits for ADA compliance issues related to accessibility, wheel chair ramp measurements and standards, egress, safe deployment of vehicle lift and or passenger
- Investigate vehicle accidents, insurance claims and safety issues and recommend corrective procedures
- Provide passenger assistance training for BRTA fixed route and Para transit vehicle operators by working with providers to develop strategies to improve efficiencies; work with part transit manager to develop and implement ways to monitor service
- Coordinate safety regulations including DOT, FTA and HST policies.
- Conduct and ensure that required safety training is being performed and is up to date
- Provide passenger training to agency groups and staff on how to utilize various modes of transportation
- Respond and resolve any customer inquiries or complaints
- Resolve any service related issue with BRTA Para transit providers through information sharing and regular attendance at Para transit contractor meetings.
Skills & Qualifications:

- A four year degree in an appropriate business–related field with experience in the administration, operation and supervision or management of transportation services. Equivalent education or experience may be substituted for degree.
- Knowledge of Federal Transportation and Massachusetts Department of transportation policies, procedures and practices regulations.
- Excellent interpersonal, written and verbal communications skills.
- Ability to travel to required off site and out of town locations as necessary.
- Proficient in Microsoft Office Suite and Excel.
- Ability to utilize RouteMatch software or aptitude for software is highly desired but not required.
- Ability to work independently and with others and other in effective manner.
- Ability to analyze data, define problems, identify potential solutions, develop implementation strategies and evaluate outcome.

Other Duties:

- Requires the performance of any other duties as assigned by Administrator.
- All employees are employed subject to the provisions of Chapter 161b section 6(d) see attached.
- All agency positions are subject to funding.

Work Hours: Monday – Friday 8 a.m. to 5:00 p.m. with one hour lunch.

Pay Range: $12.00 per hour based on 40 hour work week. Starting salary depending upon qualifications.

**BENEFITS:** Per BRTA Staff Benefits Policy

- Highlights of Policy:
  - Medical, dental (co-pay of premiums)
  - Paid personal days, holidays, vacations & sick days
  - Pension
  - Free BRTA transportation
  - Smoke-free environment

Physical & mental requirements: see attached sheets