

**NEIGHBORS DRIVING NEIGHBORS (NDN)
RIDE COORDINATOR JOB DESCRIPTION 2020**

JOB DESCRIPTION

Neighbors Driving Neighbors will hire for the position of Ride Coordinator of our rides program. NDN will provide the Ride Coordinator employee with training and support from the Board of Directors (BoD) and the NDN Manager.

QUALIFICATIONS

- Compassion and empathy for riders needing our services
- Willingness and ability to work with the population who will use our services such as seniors, disabled individuals, and others unable to drive for whatever reason.
- Excellent telephone skills: patience with those who may have difficulty hearing on the phone
- Clear speaking and writing abilities
- Strong skills using Gmail, Word, and Excel
- Familiarity with the geography of the area and map reading skills
- Flexible schedule
- Understanding of volunteer needs and constraints on their availability
- Preference given to applicants for this position from our towns: Fayette, Rome, Belgrade, Mt. Vernon, and Vienna

DUTIES and RESPONSIBILITIES

- Primarily responsible to respond to calls from potential riders and coordinate requests for rides as well as schedule volunteer drivers for trips; cross cover with the manager so all weekdays are covered but not holidays, weekends or nights; board members may occasionally assist in this when necessary.
- Participate in training and ongoing supervision by outgoing Ride Coordinator and Manager.
- Maintain strict confidentiality of, and good relationships with, riders, volunteer drivers, and community partners on the telephone, and in person.
- Utilize the ride scheduling software, Assisted Rides, to maintain correct recording of all rides, volunteers and riders.
- Keep Manager informed as to plan for time off so that s/he can fill in during that time
- Create and maintain, jointly with Manager and BoD, best practices to attract, vet, train, retain, and recognize compassionate volunteer drivers, which shall include planning special events for transportation volunteers.
- Work, jointly with the manager and the BoD, to plan volunteer training and special events for volunteer drivers.
- Assist Manager with transportation record keeping and preparing periodic reports to Board of Directors.
- Assist in expanding ridership through outreach, publicity, and developing new ride opportunities
- Participate in fundraising activities.

- Occasional attendance at BoD mtgs.
- Other duties as assigned by the Manager and BoD (this will depend on the new hire's skill set and may include things like preparing statistical (Assisted Rides) and annual (Publisher) reports, website management (DreamHost & Mobirise), bookkeeping (QuickBooks Online), donor management software (Little Green Light), data management (SharePoint) and **may** include additional hours for this work).

EMPLOYEE STATUS

- This position is as an employee. The amount of pay will be based on 12 hours per week at the assigned pay rate. The amount of pay per pay period will reflect the fact that there are 24 semi-monthly pay periods in a year vs. 26 bi-weekly pay periods. The Ride Coordinator will receive 2 weeks paid vacation and **optional** 1 week unpaid leave every 2 months (Manager would coordinate rides). Pay rate assigned at hire and adjusted each year based on performance and agency finances. This will be summarized in an annual written review. Paid vacation and unpaid leave are subject to prior approval by supervisor or NDN officer.
- NDN will provide a NDN mobile phone to be shared by coordinators; it may also purchase or reimburse the employee costs for other jointly agreed upon computer and telephone equipment, software and service, which will be used to receive and make business calls, scheduling and tracking of rides, and satisfy other NDN business requirements.
- NDN will reimburse employee mileage, reported monthly to the Treasurer per the mileage reimbursement policy. NDN will also provide liability insurance coverage for the employee's work for the organization.

EVALUATION

- Written evaluations of the ride coordinator by the Manager will occur annually, with input from the BoD.

Signature President

Date

Print President

Signature Ride Coordinator

Date

Print Ride Coordinator