

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Transportation & Nutrition Specialist

Range Number: 15-A

Department: Community Center

FLSA Status: Non-Exempt
Represented

Date: March 2024 (clarified 4/10/24)

STATEMENT OF DUTIES & RESPONSIBILITIES

This position is responsible for the safe and timely transportation of Gladstone area citizens participating in services or programs offered through the Gladstone Community Center. This position is also backup Nutrition Caterer. Typical duties include preparation and service of food delivered to clients at the Center and for home-bound meals (HBM) by the County-contracted food provider.

SUPERVISION RECEIVED

Works under the supervision of the City Administrator as a member of the Center team. Receives guidance from the Volunteer & Nutrition Program Coordinator to promote successful multi-generational programs at the Center.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

TRANSPORTATION

- Providing safe operation of Center vehicles which includes a mandatory daily walk-around/hands-on inspection and starting the engines of every vehicle assigned to the Center.
- Fueling vehicles and addressing any service needs by scheduling maintenance with approved service providers; updating service records.
- Following all guidelines and procedures in the Ride Connection Operation Manual; maintaining accreditation documentation.
- Participating in any mandatory state/county training.
- Keeping City-provided cell phone charged and in their possession at all times.
- Calling to confirm ride requests and arranging drop-off and pick-up details and check-in of passengers.

- Verifying that a NAPIS form is completed and revised annually, and Medicaid is verified for passengers under age 60 (pre-trip).
- Entering all participants' information and ride-related information into MY SENIOR CENTER by compiling information from data sources to create by the last working day of the month, statistical spreadsheets and reports into standard reporting forms. Monthly Update is to be added to the Center share drive for easy retrieval.
- Recording donations and receipting any trip money collected; maintaining expense receipts and accept responsibility for proper utilization of City purchasing card and or Center petty cash.
- Treating passengers in a fair, impartial, courteous, and professional manner.
- Performing client contact wellness check-ins while limiting personal involvement and reporting the findings to the Office & Client Services Coordinator.
- Assisting passengers on/off the vehicle and in carrying packages up to twenty-five (25) pounds, exercising caution to protect self and passenger.
- Works with the Center team to plan adventure trips and to advertise and promote the Center's transportation program and adventure trips.
- Posting notifications and reminders for participants.
- Preparing the next year Foundation supplement trip information.
- Submitting Foundation-sponsored receipts for billing to Office and Client Services Coordinator.

NUTRITION

- Checking food in and assure meals sent are consistent with that as ordered.
- Preparing back-up food as needed.
- Maintaining high standards of kitchen sanitation and safety.
- Monitoring participant sign-in sheets to assure adequate food is available for congregate dining.
- Speaking to participants at tables asking about menu items.
- Cleaning and inspecting kitchen equipment daily. Checking to make sure all equipment is turned off, doors locked, counter wiped off, coolers wiped out, coffee pots cleaned out before leaving the building.

- In coordination with the Volunteer & Nutrition Program Coordinator performs food ordering, distribution, shopping, and receipting of all money collected; performs menu planning, works with Gleaners and the Foodbank; gathers, accurately completes and submits documentation as required .
- Dating and rotating all frozen and refrigerated food. Dispensing all supplies as required on menu.
- Preparing catered meals for special occasion.
- Providing home-bound meal delivery drivers with specific instruction including weekly route rosters and maps of locations.
- Delivering home-bound meals when volunteers are not available; following up on status of clients and recording as assurances.
- In coordination with the Volunteer & Nutrition Program Coordinator, provides nutrition program details to Office & Client Services Coordinator for their entry into County and other regulatory agency reports and spreadsheets.
- Inputting general data into standard office reporting forms; paying important attention to detail and to produce work with minimal errors.
- Attending meetings and training sessions as directed by the Volunteer & Nutrition Program Coordinator and as required by the Clackamas County Social Service/Meal Provider Contract.

GENERAL

- Promoting and maintaining excellent public relations through all modes of communication with the public, other departments and external agencies.
- Maintaining a positive welcoming atmosphere in the Center for all participants.
- Encouraging the public to use the Center programs.
- Participating in Community Center programs and fundraising activities as directed.
- Responding promptly and courteously to inquiries, providing information within scope of responsibility, and referring calls as appropriate to others.
- Maintaining client's personal and medical information in a confidential manner.
- Reporting to work regularly and on-time, staying on schedule and to work flexible hours.

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

PERIPHERAL DUTIES

Assists with maintaining and administering department security measures.

Assists other Center staff as needed.

QUALIFICATIONS

Education and Experience:

High school graduate or GED.

Two (2) years of professional driving experience utilizing a van or larger vehicle, preferably in a setting which specializes in providing programs for seniors.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work will be considered.

Special Requirements:

Valid driver's license with a clean driving record and the ability to be insured by the City's carrier.

CPR and Basic First Aid certification. Blood Borne Pathogens Training.

Ride Connection trainings required within 30 days of hire:

Program Orientation, Vehicle Orientation with Wheelchair Securement;

Road Experience Training and Test;

Defensive Driver Training;

Mobility Awareness and Assistance Program Training;

FTA and FHWA Drug and Alcohol Training.

Knowledge, Skills & Abilities:

- Working knowledge of transportation vehicle operation and traffic safety regulations.
- Working knowledge of geographical orientation and directional map interpretation.
- Working knowledge of principles and practices of a modern office, organization, planning, records management, basic bookkeeping, and general administration.
- Working knowledge of Center procedures and methods.
- Computer skills at an intermediate level with Word, Excel, Outlook and other department specific programs, such as *My Senior Center*.
- Skill in operating standard office equipment.
- Skill at inputting data to standard office and department forms.
- Excellent English grammar, spelling, and punctuation skills.

- Strong customer service skills, for both external and internal customers.
- Skill at solving problems and resolving conflict.
- Ability to exercise good judgment and make independent decisions in-line with standard operating procedures.
- Ability to maintain confidentiality of all information regarding Center program or services participants.
- Ability to communicate effectively both verbally and in writing with all ages and ability of individuals.
- Ability to present themselves professionally in both demeanor and dress.
- Ability to establish and maintain positive and cooperative working relationships with City staff other organizations, public officials and the general public.
- Ability to properly operate multi-passenger vehicles and any associated safety equipment.
- Ability to pay attention to detail and process work with minimal errors.
- Ability to understand and follow written and oral instruction.
- Ability to organize work and achieve maximum efficiency.
- Ability to attend/present at various programs and events and promote Center programs.

TOOLS AND EQUIPMENT USED

Vehicles assigned to the Community Center, for example the Ride-Connection Tram and the (Adventure) passenger van including the proper utilization of all required safety and mobility equipment. Commercial kitchen appliances and equipment. Personal computer including word processing; spreadsheet; and email; Internet; copy machine with various features; and, various communication devices.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to drive, walk, sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach up and over with hands and arms; squat at the knees and bend at the waist to assist with mobility devices; move about easily within a confined, very warm, limited access area.

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. An employee in this classification will require the ability to remain calm in stressful situations; the ability to react to emergency situations; well-developed coping skills are required. Working schedule will require flexible scheduling.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. An employee in this classification may encounter upset or disgruntled persons.

While performing the duties of this job, the employee frequently works in an environment that is exposed to medium/high level traffic and can include one or more passengers needing physical assistance; at times the employee may also be completely alone while waiting for passenger(s) to return. The employee occasionally has a work environment that is near moving mechanical parts; and, can potentially be subject to variations in temperature from hot and humid to wet and cold.

When working in the kitchen, the employee will also be working with hot appliances and sharp cooking utensils. The employee is required to dress in appropriate kitchen and serving attire, and shall use all appropriate safety gear and equipment.

The noise level in either work environment is usually moderate, but varies depending upon the number of passengers being transported or number of participants being served meals.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Created September 2012; revised: October 2012, February 2020, April 2022, March 2024.