



## CLIENT RELATIONS COORDINATOR - Special Transp. Services

**\$3130.00 – \$4183.00 PER MONTH**

**Apply Immediately - Recruitment may be closed at any time without notice.**

**THE JOB:** Ride OMNITRANS to a satisfying career that lets you make a difference in the San Bernardino Valley. Omnitrans, provider of public mass transit for the San Bernardino Valley in Southern California is seeking a highly skilled professional to join our award winning team. Omnitrans is a great place to work; we are located close to the mountains, the desert, and beaches of Southern California and offer a vast array of recreation, quality schools and affordable housing. An excellent career opportunity is available within our Special Transportation Services Department. This individual will be under moderate direction to assist the Programs Administrator in daily activities related to the Ride and Volunteer Driver programs, including application review and approval, data entry, assisting clients over the phone, generating reports, and other duties as necessary. The following duties are standard for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

- Provides support in the processing of applications for program eligibility.
- Determines eligibility through a thorough review of the written application and supporting documents with agency and program guidelines, practices and procedures.
- Audits, obtains proper program documentation, updates client information, and inputs client data into electronic database.
- Electronically process credit/debit card transactions for Ride program participation; Issue Ride Lyft discount codes and load Ride Taxi program debit cards with funds.
- Input monthly mileage information into data management system.
- Generates reports from the data management system.
- Assists callers with information about transportation programs offered by the agency and partner agencies
- Provides technical assistance to clients while communicating patience and understanding
- Provides hands on training of how to use Lyft mobile application, taxi debit card and web-based portal.
- Delivers presentations throughout the community
- Performs other duties as required.

**THE REQUIREMENTS:** The Candidate selected will possess a High school diploma or general education degree (GED); minimum of 2 years of customer service, nonprofit, administrative or other relatable experience. Experience working with individuals with disabilities and senior citizens. Candidates must possess a valid California driver's license with a good driving record. **Bi-lingual – fluent in Spanish and English required.** The selected individual will possess the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures or governmental regulations; write reports, business correspondence and procedure manuals; effectively present information and respond to questions from groups of managers, clients, customers, and the general public; add and subtract two digit numbers and to multiply and divide with 10's and 100's; perform these operations using units of American money and weight measurement, volume, and distance; and use computers, planning and organizational skills are required. Candidates must be familiar with current business office operating systems, software and programs. 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 accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, and talk or hear. The employee is regularly required to stand and walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

**THE SELECTION PROCESS:** Candidates will be screened for relevant qualifying experience that consists of an evaluation of education and experience as described on the fully completed application. The **most competitively qualified candidates** will be invited to participate in the selection process. The selection process may include a combination of written, performance, and oral examinations. All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug test and a criminal background investigation, which will include Life Scan fingerprinting. For further information about this exciting career opportunity, please visit our website at: <http://www.omnitrans.org/about/jobs.asp>. We are unable to accept resumes in lieu of a fully completed application but one may be attached. Applications can be obtained at Omnitrans, 1700 W. 5<sup>th</sup> St., San Bernardino, CA 92411.

***EEO/AA including Protected Veterans and Individuals with Disabilities.***