

**KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE**  
**Office on Aging**  
**New Freedom Transportation Program**  
**Job Description**

**Job Title:** Program Specialist

**Supervisor:** New Freedom Transportation Program Manager

**Salary and Wage Scale:** Skill Level 6

**Summary:** This is a professional level position under general supervision by the Program Manager. The Program Specialist will assist the Program Manager with: implementing and sustaining the development of a unique volunteer assisted transportation service for seniors and persons with disabilities in Knox County; developing Individual Transportation Plans for seniors and people with disabilities; assisting callers requesting general transportation information and how to access transportation services; arranging for or providing individual travel training as needed; and providing assistance in implementing general programmatic objectives. Candidate must be able to work a flexible schedule that may include occasional evenings or weekends. Candidate must be able to work closely with multiple volunteers, staff, partners, service providers, and a diverse customer base.

**Essential Duties and Responsibilities:**

- Receive requests and schedule individual and group trips according to established procedures.
- Schedule volunteer drivers according to established policies and procedures.
- Assist with determining rider eligibility, developing and maintaining data on eligibility, enrolling, and scheduling of passengers and volunteer drivers.
- Assist with the planning and implementation of volunteer screening, training, and recognition events.
- Determine the best transportation solution for individual callers and participants, and assist with implementation, as needed.
- Develop and maintain working relationships with community service providers.
- Develop and maintain working relationships with public and private sector transportation providers.
- Create and maintain files for individual participants; input designated data into appropriate databases.
- Research and expand project knowledge of transportation initiatives and options.
- Prepare program progress reports as required.
- Assist in providing support to Advisory Board.
- Assist with marketing activities.
- Provide back-up transportation in agency vehicles to participants, as needed.
- Performs other related duties, as needed, to ensure success of the program.

**Knowledge and Abilities:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Ability to communicate effectively in both oral and written forms.
- Possess excellent customer services skills
- Knowledge of the geographic area of Knox County and of local community resources.
- Possess map reading skills.
- Collect and maintain accurate designated participant data.
- Ability to proficiently use standard computer programs and specialized software systems required for project.
- Ability to ascertain facts by personal contact, observation, and research.

- Must be able to provide assistance to all passengers, including individuals with disabilities and those who use wheelchairs, as required.
- Respond appropriately to emergency situations and complaints.
- Function with ease in a teamwork environment.

**Base Qualifications:** Must have related education and/or experience with excellent written and oral communication skills. Must have excellent computer skills and attentiveness to detail. Must have reliable personal vehicle (mileage reimbursed) and a good driving record. Ability to pass physical exam. Ability to pass drug screening and adhere to the Department of Transportation Drug and Alcohol regulations.

**Preferred Qualifications:** Bachelor's degree from an accredited institution in transportation, human services, marketing, or related field, or a combination of education and related experience.