TRANSPORTATION SPECIALIST - DSS
Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: G (7)
Approved: 0Res. #260 12/20/05
By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from high school or possession of a high school equivalency diploma **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in data entry, accounting, or clerical related field; **OR**

(b) Four years clerical experience; **OR**

(c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for assisting caseworkers in developing, coordinating, and managing transportation plans for families with cases in the Children's Services Division at the Department of social Services. An incumbent performs office and clerical tasks related to issuing and monitoring transportation authorizations in the Children's Services Division. Duties include record keeping, completing necessary forms, filing documents in case files, and working with caseworkers and the Accounting Unit to ensure accuracy in payments. The work is performed under direct supervision, however the incumbent is responsible for exercising some independent judgment in selecting the best of a number of prescribed alternatives regarding the administration of the Children Services transportation program. Supervision over the work of others is not a function of employees in this class. The incumbent will perform all related duties as required

TYPICAL WORK ACTIVITIES:

- Assist caseworkers and clients in developing appropriate transportation plans for clients to access Court ordered services and visitation;
- Reviews cases with caseworkers, family workers, and supervisors to ensure that clients are receiving appropriate transportation services;
- Coordinates for the most cost effective transportation services available;
- Works closely with Family Workers to arrange and confirm visitation and appointment schedules;
- Provides transportation in limited situations as approved by the Director of Services;
- Works with cab companies, bus companies, and local transit services to create an efficient delivery of service;
- Maintains records pertaining to authorization of transportation;
- Processes claims, verifies accuracy of billing, researches bills, and authorizes payment of outstanding bills;
- Uses a computer database to track information regarding payments and transportation plans;
- Prepares month, quarterly, and yearly reports (or as requested) regarding transportation usage and costs for the Director of Children's Services;
- Assists in communication between the agency, the client, and transportation services;
- Answers telephones and takes written messages;
- Performs clerical work such as filing, assembling materials or compiling data;
- Adds and deletes payment lines on authorization forms;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of federal and state social services law including regulations pertaining to Children's Services;

- Working knowledge of local social services programs, community resources and organizations;
- Good knowledge of office procedures and equipment;
- Ability to interpret department programs and eligibility requirements to others;
- Ability to follow oral and written directions;
- Ability to prepare narrative or tabular material on a program or segment of a program;
- Ability to work with complex computer programs and systems including WMS, Connections, Excel and other NYS systems as needed;
- Ability to deal effectively with people
- Ability to gather information and prepare reports;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgement;
- The employee's physical condition commensurate with the demands of the position.