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, Excel and commitment to learn ride scheduling applications, as well as potential bookkeeping and donor management applications.
- 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 that 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, operational and financial record keeping as well as preparing periodic reports to Board of Directors.
- Assist in expanding ridership through outreach, publicity, and developing new ride opportunities
- Participate in fundraising activities including maintenance of donor database(s).
- Occasional attendance at BoD mtgs.
- Other duties as assigned by the Manager and BoD.