**NEIGHBORS DRIVING NEIGHBORS (NDN)**

**RIDE COORDINATOR JOB DESCRIPTION 2020**

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NDN will provide the Ride Coordinator 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, and Excel
* Familiarity with the geography of the area and map reading skills
* 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 RESPONSIBILITIES1**

* The responsibility of this position is to coordinate rides for those who need them in the service area covered by Neighbors Driving Neighbors. Back-up is available when needed and within reason by the NDN Manager.
* Receive calls from potential riders and coordinate requests for rides by scheduling volunteer drivers for trips; cross cover with the manager so all weekdays are covered but not holidays, weekends or nights; board members may occasionally assist in this when necessary.
* Utilize the ride scheduling software, Assisted Rides, to maintain correct recording of all rides, volunteers and riders.
* Maintain strict confidentiality of, and good relationships with, riders, volunteer drivers, and community partners on the telephone, and in person.
* 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 record keeping and preparing periodic reports to Board of Directors.
* Assist in expanding ridership through outreach, publicity, and developing new ride opportunities
* Participate in fundraising activities.
* Occasional attendance at BoD mtgs.
* Other duties as assigned by the manager and BoD (this will depend on the new-hire's skill set and may include things like annual report, website management, statistical reports, bookkeeping, etc.)

**EMPLOYEE STATUS**

* This position is as an employee. The Ride Coordinator will be paid semi-monthly for 12 hours a week with 2 weeks paid vacation and **optional** 1-week unpaid leave every 2 months (Manager would coordinate rides).  Pay rate assigned at hire and adjusted each year based on performance and agency finances. This will be summarized in an annual written review. Paid vacation and unpaid leave are subject to prior approval by supervisor or NDN officer.
* NDN will provide a NDN mobile phone to be shared by coordinators; it may also purchase or reimburse the employee costs for other jointly agreed upon computer and telephone equipment, software and service, which will be used to receive and make business calls, scheduling and tracking of rides, and satisfy other NDN business requirements.
* NDN will reimburse employee mileage, reported monthly to the treasurer per the mileage reimbursement policy.  NDN will also provide liability insurance coverage for the employee’s work for the organization.

**EVALUATION**

• Written evaluations of the Ride Coordinator by the Manager will occur annually, with input from the Board of Directors.