Class Title: Vanpool Maintenance & Safety Coordinator

Division: Transportation

Supervisor: Rideshare Program Manager

Supervises: None

Class Characteristics: Under general administrative direction, performs all duties related to the coordination of maintenance for vanpool vehicles; performs related duties as required.

General Duties and Responsibilities:

Essential:

I. Serves as the primary point of contact for the Vanpool Maintenance Program, which involves maintenance, insurance claims, and mechanical issues.

- Makes appointments as appropriate with the TARC Maintenance Division, or if the vehicle is still under warranty, makes appointments with the dealership.
- Contacts the vanpool's primary driver or named Point of Contact (POC) to coordinate switching vehicles out for routine maintenance inspections (due every 9,000 miles).
- Contacts TARC as necessary to schedule maintenance and service appointments, including the completion of a service request form.
- Forwards the record of any services performed via email or fax to the primary driver/POC after routine inspections and repairs.
- Notifies drivers when oil changes are due (every 3,000 miles) through postcard, email and/or phone call. Follows up with the primary driver/POC to ensure oil changes are performed. If not, informs the Rideshare Program Manager.
- Carries and responds to the Vanpool Emergency cell phone for emergencies 24/7.
- Coordinates towing service through the towing provider as needed.
- Informs the Rideshare Program Manager and TARC Department of Safety & Insurance (via email) anytime there is an event, incident, or accident involving a vanpool vehicle.
Vanpool Maintenance Coordinator

II. Coordinates the maintenance and repair of the Vanpool Fleet:

- Forwards any insurance claims made by vanpool drivers to TARC; works with the insurance company if requests are made for photographs of damaged vehicles or if appointments are needed for claims adjusters to inspect vanpool vehicles.

- Coordinates the maintenance and repair of the Vanpool Fleet:
  - Creates a monthly schedule of maintenance activity; coordinates with other Rideshare Program staff, primarily the Vanpool Maintenance Technician, when assistance is needed.
  - Reviews van maintenance and mileage records monthly to determine which vanpool vehicles are due for routine inspections, oil changes and other related maintenance work, including back-up vehicles.
  - Provides to the Rideshare Program Manager a suggested weekly schedule of activity outlining the week’s maintenance activities to be completed by the Vanpool Maintenance Coordinator and Vanpool Maintenance Technician.
  - Coordinates and provides back-up vehicle to vanpools when their vehicle is being serviced; returns inspected/repaired vehicles to the vanpool with a full tank of gas.
  - Oversees the maintenance and condition of back-up vehicles, ensuring they are clean and always fueled.
  - Coordinates the delivery of vehicles to and from various vendors for decal installation, detailing, and other related items.
  - Maintains two (2) copies of all vanpool vehicle keys; one set to be kept at the Rideshare Program’s office and the other to be kept in the vanpool key binder. Responsible for providing keys to vanpools.

III. Maintains Vanpool Vehicle Records:

- Updates vehicle maintenance records with dates and mileage for maintenance events, which includes, but is not limited to, oil changes and inspections.

- Maintains records of all inspections and services performed for each vehicle. Files and tracks paperwork by vehicle and updates the vanpool maintenance records accordingly each week.

- Updates the vanpool ID and parking worksheet to include any changes, additions, or deletions to the vanpool fleet.

- Enters ending odometer readings from vanpools’ monthly mileage logs and fleet card purchase reports into the vanpool maintenance records.

- Completes and maintains Vehicle Condition Reports when a vanpool vehicle is issued to a new vanpool or an existing vanpool as well as at every 9,000-mile inspection to ensure an accurate accounting of
overall vehicle and fleet condition. Submits the Vehicle Condition reports completed in a month with the monthly maintenance report.

- Prepares a monthly report of all maintenance and incident activity; attaches receipts for fuel, keys, and other related expenses, as necessary. Submits to the Rideshare Program Manager within the first full week of each month.
- Keeps a copy of each vehicle’s Proof of Insurance card and registration on file.

IV. Other Responsibilities:

- Distributes Proof of Insurance cards to Primary Drivers/POCs annually or with the issuance of a new vanpool vehicle to a vanpool.
- Coordinates the relocation of vanpool vehicles when circumstances dictate relocation.
- Coordinates with the Rideshare Marketing & Outreach Representative for the delivery of vans to new vanpools, which includes making and providing keys.
- Other duties as required.

Non-Essential: None

Training and Experience
Graduation from high school or equivalent; two (2) years’ experience driving 12- and 15-passenger vans preferred, but not mandatory. Some supervisory and/or scheduling experience preferred.

Skills
General working knowledge of computers and software applications, including Microsoft Excel, Word, and Outlook. Understanding basic automotive maintenance issues, such as how to use jumper cables, clean a vehicle battery terminal, etc. is preferred, but not mandatory.

Equipment
Standard office equipment, such as a computer, copier, telephone, fax machine, etc. Must be able to operate a standard vehicle as a requirement of the job.

Physical Requirements of the Job
Work is performed both in a climate-controlled office as well as outdoors regardless of weather conditions. Must be able to get in and out of and operate 8-, 12- and 15-passenger vans. Duties may require occasional lifting of objects more than 25 pounds.
Contacts
Frequent interaction with the public that requires tact, diplomacy, and professionalism. Must possess the ability to interact with the public and KIPDA staff at all levels.

Confidential Information
Limited use of confidential information.

Mental Effort
Moderate

 Interruptions
Occasional

Special Licensing Requirements
Must possess and maintain a valid driver’s license; must be insurable with a clean driving record. This position does NOT require a CDL license.

Availability
Not applicable.

Certification Requirements
None

Additional Requirements
Must be at least 25 years of age to be approved on the Every Commute Counts Vanpool Insurance Policy.

Overtime Provision
Non-exempt