

City of Fort Worth, Texas Job Description

Classification Title	Ground Transportation Coordinator		
Job Code:	PR1620	Job Family:	Professional
Pay Grade	610	Date Reviewed:	07/10/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Coordinates various operations within the city and other assigned activities with other divisions, outside agencies and the general public. Ensures compliance and provides enforcement of the City's Ground Transportation Ordinances; and provides information and assistance to individuals when obtaining ground transportation operation privileges.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Participates in the development and implementation of goals, objectives, policies and priorities. Recommends and implements resulting policies and procedures.
3. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; and implements improvements.
4. Coordinates and reviews the work plan for assigned maintenance and security operations, services and activities; reviews and evaluates work products, methods and procedures; and meets with employees to identify and resolve problems.
5. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of service provision ground transportation; and works with drivers on the continuous improvement of ground transportation services.
6. Inspects commercial vehicles for proper requirements, decals and up-to-date entries; and ensures that all required signs, including chauffeur licenses are properly posted and current.
7. Resolves concerns and recommends removal of cabs from service if necessary. Informs passengers of rates and approximate fares to popular destinations (as requested from individuals). Receives and writes up formal complaints received from customers; and assists travelers in obtaining information on other means of public ground transportation.

8. Provides information regarding motels, bus service, courtesy cars, limousines and locations of various government and/or business offices; and ensures compliance with the airport revenue control related to this mode of transportation.
9. Maintains and updates a variety of regulatory documents and reports; and ensures accuracy and update information as new regulations are developed.
10. Provides staff assistance to the Municipal Court Director; participates on a variety of committees; and prepares and presents staff reports and other correspondence as appropriate and necessary.
11. Reports unsafe or hazardous conditions and monitors equipment; and issues citations for violation of Ground Transportation Ordinances.
12. Researches Commercial Ground Transportation market to increase knowledge in transportation industry; takes courses; and attends related conferences.
13. Performs other related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operational characteristics, services and activities of ground transportation program.
 - Modern and complex principles and practices of ground transportation maintenance and repair.
 - Principles and procedures of record keeping.
 - Principles and practices of supervision, training and evaluation.
 - Pertinent Federal, State and local laws, codes and regulations.
- **Skill in:**
 - Organization and time management.
 - Interpersonal relations.
 - Computers and applicable software.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Direct and coordinate the work of subordinate employees.
 - Recommend and implement goals and objectives for providing effective ground transportation services.
 - Interpret and explain City ground transportation maintenance policies and procedures.
 - Conduct inspections of transportation vehicles and identify needed maintenance or repairs.
 - Prepare clear and concise reports.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Business Administration, Public Administration, or a related field and four years of commercial ground transportation field experience, including one year of administrative responsibility in coordinating, licensing and inspecting taxicab service, shuttle services, limousines, franchises and other ground transportation providers.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.