



Job Title: Field Specialist, Special Needs Transportation Services
Location: Satellite office in San Francisco, CA
Service Region: Marin, San Francisco, and San Mateo County
Shift: M-F, Full time, Non-Exempt

Are you looking for a rewarding career to assist individuals with special needs in the area of transportation? We are looking for a candidate with a background in special education, social work, psychology, sociology or related discipline who enjoys working independently. A full benefits package is provided. If this is a position of interest we want to hear from you. Training will be provided.

POSITION SUMMARY

The Field Specialist position is responsible for mobility training for individuals with developmental disabilities, performing audits of transportation vendors in the field, investigating special incident reports, and other related field work. The ideal candidate for this position will be dedicated to helping persons with disabilities, is able to work independently, meet deadlines, and have exceptional interpersonal and written communication skills. Effective communication both internally and externally is an essential part of the position.

This is a full time non-exempt field position working Monday-Friday in San Francisco, San Mateo, Marin and surrounding areas. The work hours of this position may vary from one day to the next dependent upon the immediate need when addressing a service issue. Local candidates in the San Francisco or San Mateo County are preferred.

R&D's Field Specialists are the liaison between our customer, passengers, families, day programs, and transportation vendors. The Field Specialist establishes and nurtures working partnerships with and between stakeholders to address and resolve service issues, complaints, and concerns.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to the following:

Mobility Training:

- Conduct eligibility assessment interviews with trainees to create individualized training plans.
- Conduct the required training sessions in the community using public transportation systems
- Document and track trainee progress
- Perform required shadow and follow-up
- Participate in community outreach presentations
- Process required documentation within established timelines.
- Respect confidentiality of individuals participating in instruction.
- Other duties as assigned.

Special Incident Reports:

- Investigate, document, and submit records to appropriate parties within required timelines.
- Follow established procedures to address and resolve the reported service issue(s).
- Ensure that all reported incidents are appropriately documented through established protocols.
- Collaborate and implement results-oriented solutions that are considerate of our population

Transportation System Efficiencies (Site Visits):

- Conduct monthly visits to day program sites to observe service delivery by transportation providers.
- Establish and maintain collaborative relationship with day program and transportation providers
- Conduct road observations of driver performance in various areas
- Collaborate with the Scheduling department to mitigate inconsistencies or service issues



EDUCATION AND EXPERIENCE:

- College degree or professional certification in a related field such as Physical Therapy, Social Work, Special Education, Sociology, Psychology, Community Health, or Kinesiology.
- Two (2) years working with persons with disabilities preferred. Combination of education and experience may be considered. Comprehensive passenger-transportation operations background is desirable.

KNOWLEDGE, SKILLS and ABILITIES:

- Ability to work in an oversight role that requires good judgment, excellent time management skills and able to work independently to achieve contractual expectations
- Ability to write in a thorough, concise and professional manner with all documentation
- Excellent attention to detail and organizational skills.
- Effective written and verbal communication skills
- Reliable transportation, a valid driver's license, vehicle and proof of insurance are required. Position requires use of personal vehicle for business purposes. Regular travel required. Mileage is reimbursed
- Exceptional confidentiality, organizational, problem-solving and prioritization skills.
- MS Office skills

PHYSICAL DEMANDS:

The physical demands described herein 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.

The employee is frequently required to stand, walk and talk or hear. The employee may be sitting for prolonged periods of time while driving. The employee must occasionally lift and/or moved up to 10 pounds. Specific vision abilities required

WORK ENVIRONMENT:

When conducting vendor audits, vehicle inspections and conducting program visits, the employee is exposed to outside weather conditions, and occasionally exposed to moving mechanical parts and fumes or airborne particles. When in the office, such exposures are not involved in the work.

THE COMPANY

Since 1991, R&D Transportation Services, Inc. (R&D) is a transportation management and consulting firm that has successfully partnered with California Regional Centers and School Districts to deliver a comprehensive brokerage model that consists of Scheduling, Billing and Contract Administration, Customer Service Center, and Quality Assurance for Field Operations. Although not a direct transportation service provider, R&D coordinates with vendors to ensure that they operate safe, reliable, and efficient transportation services for people with developmental and/or physical disabilities.

SUBMISSIONS:

To apply for this position, please submit your resume to hr@rdtsi.com with a cover letter.