CASTLE ROCK SENIOR ACTIVITY CENTER

"Loving Life in the Second Half"

TRANSPORTATION COORDINATOR

Position Description
Updated: Feb 5, 2026

Position Summary

The Transportation Coordinator is responsible for overseeing all aspects of the Senior Center's transportation program while also supporting general administrative and program operations. This role coordinates daily shuttle services, special trips, and activity-related transportation to ensure safe, reliable, and efficient service for members.

The Transportation Coordinator also provides front desk and administrative support, including answering phones, assisting members, processing activity registrations and payments, and maintaining accurate transportation and client records. This position requires strong organizational skills, attention to detail, and the ability to thrive in a fast-paced, team-oriented environment.

Supervision

The Transportation Coordinator reports directly to the Assistant Director – Activities, Programs & Services and works under the overall supervision of the Executive Director.

Essential Duties & Responsibilities

Transportation Operations & Scheduling

- Prepare and coordinate daily driver schedules for shuttle service, special trips, and activity/event transportation.
- Assign vehicles and manage morning driver check-ins.
- Monitor daily route coverage to ensure adequate driver availability.
- Maintain daily shuttle logs and compile monthly ride statistics.
- Record, track, and report monthly vehicle mileage.
- Ensure fleet vehicles are clean, safe, and in proper working order.
- Continuously evaluate and improve transportation scheduling processes and systems.
- Collaborate with the Transportation Chairperson and Executive Director to ensure vehicle maintenance, safety standards, and compliance; provide data for monthly Board reporting.

Volunteer Driver Coordination

- Collaborate with the Volunteer Manager to recruit, engage, and retain volunteer drivers.
- Coordinate driver training in partnership with the Executive Director and Transportation Chairperson.
- Assist with planning and facilitating annual driver meetings.
- Send regular updates and monthly communications to volunteer drivers.
- Monitor driver compliance with Center policies, training requirements, and documentation standards.

Client & Grant Compliance

- Maintain accurate client records and ensure all required documentation is current.
- Register eligible riders for grant-funded transportation programs and ensure ongoing compliance.
- Accurately input transportation data into Schedules Plus and EmpowOR systems.
- Prepare and submit monthly transportation reports to Douglas County and the Town of Castle Rock.
- Track and report client usage, ride counts, and required grant metrics.

Administrative & Program Support

- Oversee transportation-related database systems and reporting.
- Support activity and membership processes, including registrations and payment processing.
- Assist members with transportation inquiries, requests, and cancellations.
- Participate in Douglas County Transit Solution Provider and DRMAC meetings as assigned.
- Assist with fundraising, outreach events, and special programs as needed.
- Perform other duties as assigned.

Experience & Training

- Strong working knowledge of Castle Rock and surrounding areas.
- Ability to read and interpret maps; familiarity with MapQuest or similar mapping software.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook).
- Prior experience with database systems such as Schedules Plus and EmpowOR preferred.
- Minimum of two years of office or administrative experience preferred.
- Experience in nonprofit and/or volunteer-based organizations preferred.
- Valid Colorado Driver’s License with an acceptable driving record required.
- Strong working knowledge of office equipment and standard administrative practices.

Physical Requirements

- Ability to drive passenger vans or similar vehicles as needed.
- Ability to operate wheelchair securement equipment (training provided).
- Ability to lift up to 25 pounds.
- Ability to perform tasks requiring fine and gross motor skills.
- Ability to communicate clearly in person, by phone, and via radio.
- Visual ability to read written materials and distinguish environmental details.
- Mobility to move between indoor and outdoor program locations.
- Must meet applicable ADA requirements and exclusions.

Other Requirements

- Ability to interact professionally and compassionately with members, volunteers, staff, and the public.
- Flexibility to adapt to changing priorities, schedules, and transportation demands.
- Strong organizational, analytical, and problem-solving skills.
- Ability to follow, remember, and apply established procedures.
- Mathematical and reasoning skills necessary for data entry, reporting, and grant tracking.
- Ability to read, understand, and apply written instructions and materials.

Position Description Acknowledgment

Position descriptions are dynamic documents and may be updated as programs and services evolve. Employees are encouraged to discuss ideas for improving effectiveness and role design with their supervisor.

- I have received a copy of the Employee Handbook.
- I have received a copy of the Center's By-Laws.

I have read and understand the job description and have had all questions answered regarding duties, responsibilities, and requirements.

Employee Signature: _____Date: _____

Supervisor Signature: _____Date: _____