



PROFESSIONAL OPPORTUNITY TRANSPORTATION COORDINATOR/CLERICAL ASSISTANT

For thirty-five years Heritage Community Initiatives has been dedicated to making a positive impact on the social mobility of thousands of families in forty communities through pragmatic programs in Education, Transportation and Nutrition. Each year, Heritage provides the highest-quality early learning and out of school time opportunities to nearly 300 students through nationally accredited education programs, the 4 Kids Early Learning Center and HOST (Heritage Out of School Time). Heritage Community Transportation's fixed route service provides more than 7,000 rides each month for residents in transit-isolated communities and is the only human services nonprofit in the Commonwealth designated as a provider of public transportation. Heritage Nutrition Services prepares over 115,000 meals each year and provides solutions in meal planning, ordering, preparation, and delivery while creating healthy options for youth and senior populations.

Position Summary

Entry level position responsible for customer service, clerical, database management and serves as back-up for the Transportation Manager on an as-needed basis.

Responsibilities

- Performs customer service tasks including answering telephones, correspondence, e-mails as well as processing complaints
- Assists with dual-controlled mail, daily deposits/revenues as well as counting farebox monies
- Delivers cash-boxes/vaults, signage and other materials to transportation provider
- Responsible for depositing farebox revenues at local bank
- Maintains and update files and databases
- Prepares correspondence, mailings and other materials
- Prepares paper copies, faxes, and other documentation
- Validates transportation data
- Rides service
- Survey riders
- Participates in outreach initiatives
- Prepares and transmits routine reports

- Required to perform job duties and functions in accordance with organizational and transportation policies and procedures on-time and within budget.
- Required to consistently meet or exceed departmental and organizational goals and objectives.
- Perform other organizational or departmental functions as needed.

Qualifications and Skills

- Minimum high school diploma. Associate' degree in business or related field preferred
- Minimum of 2-years years of customer service experience
- Valid Pennsylvania Driver's License and access to a vehicle is required
- Must be able to lift 30+ pounds
- Proficient in Microsoft Excel, Power Point, Word
- Excellent written and verbal communication skills
- Interpersonal skills necessary to build strong relationships

Applicants are asked to send a cover letter and a copy of your resume to humanresources@heritageserves.org and please visit our website for additional information about Heritage Community Initiatives – www.heritageserves.org.