



Transportation Coordinator

Pay: \$20/hr

Summary of Job Description

The Transportation Coordinator at Reach for Resources is responsible for overseeing transportation services that empower individuals with developmental disabilities to access community programs and services. This position assists with overseeing two primary transportation programs—Trail by Reach and Reach in Motion. Trail by Reach provides door-to-door rides to eligible adults attending adaptive recreation and education programs in specific metro-area cities. Reach in Motion enables individuals to access transportation through Lyft Passes funded by county waivers, promoting greater autonomy and community engagement. The Transportation Coordinator ensures safe, efficient, and responsive transportation logistics, while also supporting participants in navigating transportation tools and services. This position reports to the Transportation Manager.

Essential Job Duties

- Oversee the coordination and operations of the Trail by Reach and Reach in Motion transportation programs.
- Communicate with riders, caregivers, and drivers to confirm logistics and maintain a reliable transportation experience.
- Submit accurate and timely rider lists to third-party transportation providers and manage any necessary changes or cancellations.
- Ensure all Trail by Reach riders meet eligibility requirements and conduct individual assessments as needed.
- Provide support and guidance to participants setting up Lyft accounts and using the Lyft app through the Reach in Motion program.
- Set up and monitor Lyft Pass allocations tied to individual county waiver budgets, ensuring compliance and service continuity.
- Respond to and resolve transportation-related issues including ride access problems, visibility of Lyft funds, or technical support.
- Track and document participant usage, program metrics, and service delivery outcomes for internal reporting and quality assurance.
- Maintain accurate, up-to-date records and documentation related to rider information, funding sources, and transportation logistics.
- Complete monthly billing in our electronic health record (EHR) program.
- Collaborate with other departments to ensure transportation services align with program schedules and participant needs.
- Provide training or informational materials related to transportation services as needed.

Minimum Qualifications

- High school diploma or equivalent; relevant post-secondary education preferred.



- Strong organizational and time management skills.
- Effective communication skills with a wide range of stakeholders, including individuals with disabilities.
- Proficiency in using digital tools such as Microsoft Office Suite and mobile applications.
- Ability to learn and navigate systems related to Lyft, county waivers, and scheduling software.
- Valid driver's license and reliable transportation.
- Must pass an MNDHS background check

Preferred Qualifications

- 1 year of experience in human services, transportation coordination, or case management.

Working Conditions and Physical Demands

- **Environment:** This position primarily involves remote work using a company-provided laptop and phone. Occasional in-person meetings or on-site visits with transportation providers or participants may be required.
- **Schedule:** This position primarily works on an as-needed basis, depending on ride scheduling demands, and may include on-call responsibilities.
- **Physical demands:** Light lifting (up to 20 lbs.), frequent sitting and computer use, walking and travel for site visits, and regular verbal communication are required. The ability to hear, see, safely operate a personal vehicle, and consistently use technology platforms, including laptops, mobile applications, and scheduling tools, is essential.

Additional Information

In addition to salary, Reach for Resources offers excellent employee benefits.

Benefits include:

- Generous PTO package (15 days a year for F/T employees with increases each year)
- 13 floating holidays (for F/T employees)
- Medical, dental, and vision insurance
- Life insurance
- Retirement savings plan with company matching
- Short-term Disability/Long-term Disability
- Flexible schedule
- Mileage reimbursement
- Personable and fun co-workers
- Caring, supportive supervisors
- Plenty of chances to wear casual clothes
- A focus on wellness



Disclaimer

Reach for Resources, Inc. is an Equal Opportunity Employer. Reach for Resources, Inc. does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

Reach for Resources, Inc. Is committed to ensuring that applicants and employees with disabilities receive support. Applicants or employees must be able to meet the minimum qualifications of the position; reasonable accommodation may be provided if requested by the employee.