

Department of Administration – Bureau of Enterprise Fleet

Position Description – Position Number 306856

DOA Program Specialist

Working Title: Vanpool/Rideshare Program Manager

Position Summary

Under the general supervision of the Section Chief, this position is primarily responsible for managing all aspects of the State Vanpool Program in its entirety including, but not limited to, the following. Promoting, recommending policy, and coordinating all aspects of the Vanpool/Rideshare program, and approving and processing invoices for accounts payable. This position must be able to work independently to resolve problems/complaints by arbitrating disputes arising out of established day-to-day operational rules from vanpool participants including concerns/questions from the general public. Also, this position will develop agency specific policies and procedures related to fleet management. This position will perform vehicle acquisition, replacement, and disposal of State owned vehicles as well as registration, titling, recalls, and vehicle specifications. This position will support the implementation, administration, and integration of FleetAnywhere, Voyager Fuel Card, ARI, or other management information systems. This position will direct and oversee the fuel card program, as well as prepare Vanpool's annual operating and biennial budgets.

Goals and Worker Activities

A. 45% Manage Vanpool Assets

- A1. Organize and maintain customer database. Coordinate collection for rider fares, personal mileage usage revenue and salvage value revenue for used vehicles.
- A2. Review and record customer fares, security deposits and personal mileage payments. Update information in database. Perform auditing of all fiscal transactions. Review and enter in data base monthly vehicle reports. Make weekly check deposits as required.
- A3. Process daily postal and inter-departmental mail including opening, distributing, and conducting the necessary action required by each of the correspondences.
- A4. Provide backup vehicles and van rescue for disabled vehicles, as well as repair and maintenance and towing, authorizing repairs and auditing repairs through ARI's vehicle maintenance web site.
- A5. Review, authorize, input and process invoices, resolve discrepancies if needed. Independently approves and signs off on all direct charge payments to vendors. Initiate invoices to bill appropriate agencies for sale of vehicles. Initiates and prepare all purchase orders as needed to vendors.
- A6. Review driver records and evaluate performance. Coordinate training for drivers. Arrange for the availability of a 15-passenger van to be used when van training is scheduled at MATC Madison.
- A7. Administer and update as necessary the State's Voyager fuel card program for vanpool vehicles.

- A8. Prepare, implement, and monitor annual and biennial budgets for the unit. Oversee the program's records and accounts, approve disbursements and maintain budget records. Review and analyze rider fares/rates and recommend adjustments to maintain a responsible, positive vanpool program position.
- A9. Review and handle accidents. Report and authorizes approval of repairs including subrogation and suggests vehicles to be salvaged.

B. 35% Provide Customer Service

- B1. Act as primary contact and resource to walk-in, e-mail and telephoning customers. Independently respond to inquiries about the program and resolve any questions or problems they may have.
- B2. Maintain effective working relationships with program participants and vendors. Mediate disputes when needed. Develop correspondence memos and letters to customers.
- B3. Act as primary backup for Central Fleets front counter. This includes dispatching and returning motor pool vehicles.

C. 10% Market Program to Prospect Clients

- C1. Develop promotional materials for vanpooling commuting and mass transit. Responsible for being content manager of the State's vanpool and Central Fleet web site. Distribute ridesharing materials and information.
- C2. Develop, implement and coordinate the participation in promotional activities concerning ridesharing with private and other governmental agencies.
- C3. Represent the department and state at Vanpool/Ridesharing promotional events and planning sessions.

D. 5% Procure, Sell, and Maintain 12/15-Passenger Vans

- D1. Develop vehicle specification and bid proposals for vanpool vehicles. Procure vehicles, supplies, maintenance services and other contractual services for vanpool operations and produces a list of vehicles to be auctioned or sold to the section chief for approval.
- D2. Monitor assignment and transfer of vehicles.
- D3. Initiate a surplus declaration form on disposal of wrecked vehicles and those sold to other agencies. Independently coordinates disposal of wrecked vehicles.

E. 5% Policy / Information Resource

- E1. Explain laws, rules and departmental policies to state employees, other governmental agencies and the general public. Serve as informational resource for the State Vanpool Program.

- E2. Make recommendations concerning major policy decisions, administrative rules and legislation regarding ridesharing matters. Implement policy and procedures concerning the state Vanpool program.
- E3. Create and issue reports regarding all aspects of the program including financial status, customer status, compliance to regulations and projected activities.
- E4. Serve as the state's representative to the Dane County Intergovernmental Ridesharing Coordinating Committee.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the management of a vehicle procurement and disposal program
- Knowledge of inventory management
- Ability to prepare, implement and monitor annual and biennial budgets
- Financial management skills to approve and process invoices
- Ability to interpret and communicate policy decisions, administrative rules and legislation
- Ability to develop, implement and manage statewide policies and procedures.
- Ability to exercise sound judgment and discretion when managing complex and sensitive issues
- Organizational skills
- Ability to use computer software to include the Microsoft Office suite
- Ability to maintain and update database programs
- Ability to maintain and update Web sites
- Effective written and verbal communication skills
- Highly effective customer service skills
- Highly effective inter-personal skills.