

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves performing complex clerical operations and is responsible for performing, supervising and scheduling of transportation and escort services to Social Services Department clients by various Case Services Aides and or other persons to relieve casework staff from routine transportation duties including overseeing the supervision of home visitations involving children. This position differs from that of a Case Services Aide, in the level of duties and responsibilities. Work is performed under general supervision with leeway for making some independent judgments. Does related work as required.

**TYPICAL WORK ACTIVITIES:** *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Gathers statistical information and prepares correspondence and reports;

Prepares payroll and coordinates the maintenance of attendance records;

Provides transportation services and assistance to clients and foster children to and from destinations specified by a Caseworker or Case Supervisor;

Escorts clients to keep medical, dental, counseling, visitation or other appointments, and to other customer-oriented places;

Schedules and assigns routes to Case Services Aides, which includes courier services;

Supervises and evaluates the work of case services aides;

Creates and maintains appropriate records and files;

Trains and informs Case Service Aides, drivers and passengers on safety practices;

Reports any operating defects of vehicles to appropriate department;

May provide reports to Caseworker or Case Supervisor on an as needed basis;

May provide special escort and transportation services relative to the individual needs of  
the clients of the department;

May supervise and ensure the safety of children either at the department or during home  
visits;

Performs other functions as may be required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND**

**PERSONAL CHARACTERISTICS:** Thorough knowledge of the geography of the county and locations of various public or private agencies providing social and health services; thorough knowledge of the operation of a motor vehicle; thorough knowledge of New York State motor vehicle laws as they relate to routine operation of a motor vehicle; working knowledge of modern methods used in keeping and checking reports and records; ability to organize and maintain accurate records and files; ability to understand and follow simple oral and written direction; ability to develop effective working relationships and deal diplomatically with the public; maturity; dependability; courtesy; sensitivity; and good judgment.

**MINIMUM QUALIFICATION: Either:**

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of clerical or transportation dispatching; or
- (B) Four (4) years experience as described in (A) above.

**SPECIAL REQUIREMENTS:** *Possession of the appropriate level New York State operator's license at the time of appointment. Candidate must successfully complete a Defensive Driving Course within 6 months from date of appointment.*

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