

Windsor Community Rides Coordinator

JOB DESCRIPTION

Department / Program	Windsor Community Rides Program	Reports to	Steering Committee
Employment status	Stipend Position (\$300 a month)	Schedule	Flexible hours based on need

Position Summary

The Community Rides Coordinator administers Windsor’s volunteer transportation program, connecting residents who need rides with approved volunteer drivers. The coordinator supports safe, reliable service by onboarding drivers and riders, arranging rides, maintaining program records, and following up on incidents and required driver/rider documentation. This position is available for remote work, with support options for work materials available at the town office during hours of operation.

Disclosure: This position is currently grant funded from November 2026 through July 2027. The goal is to transition this position into a permanent part of the town’s budget this next fiscal year depending on the success of the program.

Essential Duties and Responsibilities

- Coordinate ride requests by gathering trip details, identifying an available driver, confirming arrangements with both parties, and communicating changes or cancellations.
- Onboard volunteer drivers and riders: explain program procedures, collect required forms, review participation expectations, and help participants understand how to request or provide rides.
- Track driver background checks, consent forms, renewal dates, and completion status; maintain secure records and follow up on missing or expiring items.
- Verify that driver insurance documentation is current and meets the program’s established requirements; track expiration dates and request updated proof when needed.
- Receive and review incident reports, document follow-up, and promptly refer safety concerns or matters outside the coordinator’s authority to the designated supervisor.
- Maintain accurate, confidential records of ride requests, completed trips, participant contacts, driver availability, mileage or other program data, and service outcomes.
- Communicate courteously and clearly with residents, drivers, caregivers, and community partners; respond to routine questions and help resolve scheduling issues.
- Apply program policies consistently, protect private participant information, and support accessible, respectful service for people with differing needs.
- Prepare routine activity reports and help identify service gaps, documentation needs, and opportunities to improve program operations.
- Perform other related duties as assigned.

Qualifications

- Experience in customer service, community programming, volunteer coordination, transportation scheduling, or administrative support is preferred; an equivalent combination of experience and training may be considered.
- Strong organization, follow-through, and attention to detail, including the ability to track deadlines and maintain accurate records.
- Clear, respectful communication skills and sound judgment when handling confidential information or sensitive concerns.
- Comfort using email, calendars, spreadsheets, and basic recordkeeping systems; ability to learn program-specific tools and procedures.
- Ability to work effectively with residents and volunteers from varied backgrounds and with varied transportation needs.