

CITY OF IRVINE IS HIRING!

Community Services Senior Leader

Transportation Services

\$23.28-\$30.56 per hour

Part-time: up to 30 hours per week

The City of Irvine seeks an experienced individual to support and coordinate Transportation Services programs, including TRIPS (paratransit) and WeRide (on-demand volunteer transportation); assist with daily operations, dispatch coordination, and rider services; and provide leadership and support to part-time staff and volunteers.

Hours: Up to 30 hours per week. Shifts vary and are scheduled Monday through Friday 7 a.m.- 6 p.m., with occasional nights and weekends.

Your Impact:

- Support daily operations of the Transportation Services office, including ride reservations, dispatch coordination, and customer service.
- Assist with program registration and onboarding, including application processing, eligibility verification, and participant support.
- Provide high-quality customer service by responding to rider inquiries, resolving concerns, and clearly communicating program policies and procedures.
- Support coordination of same-day and advance ride scheduling using transportation software.
- Assist in training and supporting volunteer drivers and staff, ensuring alignment with program expectations and service standards.
- Monitor daily operations to ensure efficient service delivery, including schedule adjustments and communication with drivers and dispatch staff.
- Help maintain accurate records including trip data, reports, deposits, and program documentation.
- Support outreach efforts and special events, including assisting with rider education and community engagement.
- Provide backup support for non-commercial vehicle driving when needed.
- Ensure compliance with City policies, safety procedures, and transportation program guidelines.

Best Fit:

- Strong customer service skills with the ability to work effectively with older adults and individuals with disabilities.
- Ability to communicate clearly and professionally in a fast-paced, service-oriented environment.
- Strong organizational skills with attention to detail and the ability to manage multiple tasks.
- Ability to remain calm and make sound decisions in time-sensitive or high-demand situations.
- Experience working in transportation, dispatch, or human services programs is highly desirable.

Minimum Qualifications:

- Two years of college or university-level coursework in Recreation, Human Services, Public Administration, or a related field; three years of applicable experience, or any combination that provides equivalent knowledge, skills, and abilities.
- Ability to push, pull, drag, lift, or carry equipment/supplies (weighing up to 50 lbs.) and ability to lean, stoop, twist, and bend in the performance of job duties.



For more information, and to apply by April 14 at 5PM, scan the QR code with your smartphone, or visit:

cityofirvine.org/jobs

