



Join Our Team as a PATH Transportation Assistant!

Full-Time Position with the Thomas Jefferson Planning District Commission (TJPDC)

Salary: \$46,500–\$51,000, based on qualifications and experience.

Are you passionate about helping others and making a difference in your community? The TJPDC is seeking a dedicated **PATH Transportation Assistant** to enhance transportation services for older adults and people with disabilities. This role is your chance to help individuals in our region overcome transportation challenges and improve their mobility!

Who We Are:

The TJPDC is a dynamic regional government organization dedicated to improving the quality of life in Central Virginia. We serve the counties of Albemarle, Fluvanna, Greene, Louisa, Nelson, and the City of Charlottesville. Located in the foothills of the scenic Blue Ridge Mountains, we work to ensure sustainable growth, infrastructure development, and accessibility for all.

About the PATH Program:

The PATH (Partnership for Accessible Transportation Help) program aims to support those who need transportation services that go beyond the standard. You'll be directly involved in making sure older adults and people with disabilities have access to the transportation they need.

Essential Job Functions and Responsibilities:

- Serve as the primary point of contact by answering incoming phone calls from the public (older adults and people with disabilities) who need assistance with transportation
- Help identify available transportation options, assist with travel planning, and provide support for navigating transportation services
- Maintain a database of transportation services and ensure clients have up-to-date information
- Use database to produce monthly customer service report
- Teach individuals and groups how to plan and execute trips on transportation services
- Work with transportation providers (Charlottesville Area Transit, Jaunt, University Transit Services, and others) to ensure our clients get the best service
- Conduct outreach by educating community groups, attending events, and providing information on available services
- Organize and conduct transportation workshops and travel training sessions with community partners
- Schedule and coordinate rides between volunteer drivers and clients based on availability and eligibility
- Maintain accurate and up-to-date records of ride requests, assignments, cancellations, and completed trips
- Track volunteer hours, mileage, and other performance indicators for recognition and reporting
- Ensure all volunteers meet program requirements, such as valid licenses, insurance, and annual re-certifications

- Track car/van insurance and maintenance records

Knowledge, Skills, and Abilities:

- Excellent phone etiquette and the ability to communicate clearly and empathetically with diverse populations
- Strong communication skills—both oral and written
- Computer proficiency (especially in Microsoft Office)
- Passion for helping others, particularly those with disabilities or mobility challenges
- Ability to communicate fluently in Spanish (preferred)
- Experience riding the bus or using public transit (preferred)
- Familiarity with data collection and reporting (preferred)
- Prior experience working with older adults, people with disabilities, or other marginalized groups (preferred)

Any combination of training and experience, which would provide the required knowledge, skills, and abilities, is qualifying. **Preferences may be given to applicants possessing qualifications above the minimum.** A typical way to obtain the minimum knowledge, skills, and abilities would be:

- High school diploma
- Associate's degree with two (2) years of relevant experience is preferred

Working Environment:

A hybrid work environment with some travel (day or overnight).

Classification, Compensation, Benefits:

- CLASSIFICATION: Full-Time Non-Exempt
- SALARY HIRING RANGE: \$46,500 - \$51,000, depending on qualifications and experience.
- BENEFITS: Competitive health, vision, and dental insurance; paid time off; retirement through the Virginia Retirement System (VRS); disability and life insurance; and more.

Application Process:

To be considered for this position, please submit a resume, cover letter, and a completed employment application. Posting is open for application until filled.

Application and job description are available at: www.tjpd.org/apply. Please submit online, email completed materials to info@tjpd.org, or mail completed material to TJPDC 401 E. Water Street, Charlottesville, VA 22902. All resumes and correspondence will be held in confidence. Materials submitted become the property of TJPDC and will not be returned.

For assistance or accommodations, please call (434) 979-7310. TJPDC Office hours are 8:00 a.m. - 5:00 p.m., Monday - Friday.

Finalists are subject to background and reference checks. Employment is contingent on compliance with the Thomas Jefferson Planning District Commission's drug-free workplace policy.

An Equal Opportunity Employer.