



Position Title: Ride Program Manager
Reports To: Executive Director
Date Created: July 1, 2021
Hours per Week: 24 - 30
Salary: Based on hours above

ABOUT NEIGHBOR RIDE: Neighbor Ride has been helping Howard County’s older adult population age in place in our community through our mission of enhancing the health and quality of life of seniors by providing the comfort and peace of mind of affordable, passenger-focused transportation service through a reliable, volunteer-based system. Since our founding in 2004, Neighbor Ride has provided over 200,000 trips for the older adult population and through our volunteer driver model we have strengthened our community by connecting two residents of our community (a passenger and a volunteer) one trip at a time.

Neighbor Ride decreases isolation and improves the quality of life for Howard County seniors by providing door-to-door transportation for dialysis and other medical appointments, faith services, social outings, fitness activities, classes, volunteer and work obligations, shopping, and other day-to-day needs. Services are available to county residents, age 60 and over, regardless of ability to pay. Fifteen volunteer Ride Coordinators handle intake and scheduling functions; and 390-plus volunteer Drivers use their personal vehicles to provide transportation. Door-to-door rides are available daytimes and evenings, 7 days/week. By providing for the transportation needs of seniors, Neighbor Ride removes a key barrier to health care and preventive services; and ensures the continued well-being and dignity of the older adult population - enabling them to remain active, independent, and connected to the community.

In response to the COVID-19 pandemic Neighbor Ride has expanded our programs to include delivery services (approx. 250 – 400 per month) to the older adult clients of multiple partner organizations in Howard County. These partnerships include food delivery for the Office on Aging & Independence Grab& Go Meal Program and the Howard County Food Bank. Neighbor Ride also provides deliveries for the Howard County Loan Closet and is actively pursuing additional partnerships.

Additionally, Neighbor Ride and Winter Growth Inc. offer a wheel-chair accessible transportation service for medical appointments for older adult county residents.

POSITION SUMMARY STATEMENT: The *Ride Program Manager* manages the daily operation of Neighbor Ride’s passenger ride and delivery programs. This includes management of the call center and office volunteers, management of the volunteer driver program, and responsibility for client servicing. Additionally, through working with the *Program Director* this position ensures the expansion and sustainability of Neighbor Ride services to assist Howard County’s older residents age in place and remain healthy and independent.



POSITION DESCRIPTION:

1. Day to day management of Neighbor Ride call center including office volunteers (team of 15 ride coordinators – two in the office at a time). Performed three days a week; other two days covered by Program Director
2. Management of client servicing including, new client setup, client accounting and client service.
3. Management of Neighbor Ride’s Volunteer Driver Program including recruitment, onboarding and training, communications, and retention.
4. Provide (shared) emergency line (phone) coverage (two hours allocated per week) during non-call center hours.
5. Support ride and delivery program analysis and reporting as needed.
6. Support new partner and service development efforts as needed

ESSENTIAL DUTIES & RESPONSIBILITIES: include, but are not limited to:

- Recruit, train, supervise, and schedule monthly office call center (office volunteers) coverage.
- Manages all processes involving passenger interactions including registration, accounting and payments, servicing, and issue resolution
- Coordinates and manages passenger satisfaction measurement (comment cards and surveys)
- Provide off-hours emergency phone coverage as split (scheduled) with Program Director
- Develop analysis and reports on Neighbor Ride services and impacts including client stories
- Recruits, screen and train volunteers including conducting volunteer orientations and the annual volunteer update
- Actively recruit volunteers in the community
- Process new volunteers including background and reference checks
- Develop and implement effective volunteer communications, including monthly e-newsletter
- Manage volunteer recognition and retention strategies including the annual update and appreciation events
- Support annual evaluation of the volunteer driver program
- Collaborate with the rest of Staff and Board to establish community partnerships, support sponsorship development and fundraising activities, and contribute to grant application submissions
- Contribute to the development and implementation of Neighbor Ride’s marketing plan. Provide input for marketing collateral.



QUALIFICATIONS & REQUIREMENTS:

Abilities and Skills

- Excellent communication skills including public speaking
- Excellent teamwork and collaboration skills
- Volunteer supervision experience
- Experience with managing back-office workflows and business process improvement in client service environment
- Significant experience and comfort with office software applications (MS Office, Google Workspace). Intermediate to advanced user of Excel and Word required.
- Experience and/or willingness to learn Ride Match Database application (Neighbor Ride custom developed software system) and donor management system/integrated marketing platform
- Experience and/or willingness to learn WordPress and Google Analytics
- Education: Bachelor's degree or equivalent preferred
- Bilingual candidates are encouraged to apply

Personal Characteristics

- Self-motivated; ability to work independently and take initiative
- Quick learner; curious
- Good interpersonal skills; flexible
- Attention to detail
- Commitment to human services and our Howard County community

Additional Information

Work Schedule (Ideal):

1. Four days a week from 9AM – 4PM that must include Tues, Thurs, and Friday.
2. Two hours per week allocated to emergency line support

24 hour/week configuration can be discussed but would require Friday

Neighbor Ride is Equal Opportunity employer. All qualified applicants will receive consideration without regard to race, gender, color, religion, national origin, sexual orientation, gender identity, genetic information, disability, protected veteran status and any other characteristic protected by applicable law

TO APPLY: Applicants must submit a letter of interest and resume via email to the Executive Director at director@neighborride.org. The review of applications will begin immediately and continue until the position is filled.