

# **Cadillac/Wexford Transit Authority**

## **Mobility Coordinator Job Description**

### **Description**

The Cadillac/Wexford Transit Authority (CWTA) Mobility Coordinator will assist with all complex transportation requests for the agency, as well as work with local human service and planning agencies to coordinate transportation services to improve overall mobility for the general public, with an emphasis on the elderly, low-income persons, and/or persons with disabilities. This position focuses on the movement of people rather than vehicles to ensure choices for the consumer. This position is under the general supervision of the CWTA Operations Manager.

### **Scope of Work**

- Develop a system of outreach to low-income, socially isolated older and/or disabled adults and assist them in gaining access to needed transportation services.
- Assist human service agencies in the region to coordinate and provide service.
- Cultivate multi-agency partnerships that can reduce costs through efficient and effective transportation coordination.
- Research needs and demands of users, funding, regulatory process, and develop incentives for participation.
- Maintain and promote a volunteer driver program and a one-call center for transportation.
- Develop and maintain a travel training program.
- Develop new ways to remove barriers for transportation to those in rural areas.
- Develop goals and objectives for sustainability and growth of the Mobility Coordinator program.
- Attend appropriate conferences, meetings, and trainings as required and appropriate to the position or as assigned by the CWTA Operations Manager or Executive Director.
- Develop an information and outreach program for current transportation services and mobility options through, public speaking and media presentations, including development of outreach materials and a marketing plan.
- Identify and research corporate, foundation, and government sources of funding for matching funds and new or ongoing programs.
- Participate in the Michigan Mobility Managers Group.
- Attend and provide monthly reports at the CWTA Board Meeting as requested.
- Perform other related duties as assigned by the CWTA Operations Manager or Executive Director.

### **Essential Job Functions:**

- Must be able to work independently, and with a team when necessary.
- Organizes and directs the day-to-day activities related to the operation of the Cadillac/Wexford Transit Authority Mobility Management program, in conjunction with the Operations Manager.
- Develops staff and volunteer driver schedules to ensure adequate staffing levels to provide prompt service.
- Prepares Passenger Transportation Plans (PTP) and subsequent updates.
- Maintain records in RouteMatch software and prepare needed State and local reports.
- Serves as the point of contact for communication between community Human Service organizations and the Cadillac/Wexford Transit Authority.

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- Become familiar with and have knowledge of all public, private and non-profit network providers in the Northern Michigan region.
- Implement quality control standards that include service reliability and customer satisfaction.
- Attends, follows up on, and resolves customer complaints.
- Support state and local coordination planning and policy bodies such as regional partnering agencies and funding partners to develop plans to address unmet needs.
- Assist in the development and utilization of innovative transportation resources.
- Function as a community transportation advocate promoting accessible, affordable transportation options for people with disabilities and the elderly.
- Present transportation resource information at community events and conferences.

### **Qualifications Required at Hire:**

- Bachelor's Degree in public administration, transportation planning, social services, business, or a related field, plus a minimum of two (2) years of progressively responsible experience, **OR**
- Associate's Degree in transportation planning, urban and regional planning, or a related field, plus a minimum of four (4) years of progressively responsible experience, **OR**
- High school diploma plus a minimum of four (4) years of progressive responsibility.
- Ability to analyze data, define problems, identify potential solutions, develop implementation strategies and evaluate outcome.
- Oral and written communication skills necessary to conduct transportation out-reach activity directed at community organizations.
- Presentation skills to conduct community transportation meetings and conference presentations.
- Excellent customer service problem solving skills.
- Computer and technology literacy, including competency in standard spreadsheet, database and word processing software, and trip scheduling software. Knowledge of GSuite, Basecamp, Microsoft Office, and RouteMatch software is a plus.

### **Qualifications Acquired on the Job:**

- You will learn and must be able to manage:
  - Locally Developed, Coordinated Public Transit-Human Services Transportation Plan which identifies the transportation needs of individuals with disabilities, older adults and individuals with lower incomes; provides strategies for meeting those local needs and priorities transportation services for funding and implementation.
  - Americans with Disabilities Act (ADA) and its specific applications to public transportation.
  - Federal programs providing transportation funding for the targeted population: JARC (Section 5316), NFP (Section 5317) and Elderly Individuals and Individuals with Disabilities (Section 5310) programs.
  - Principles, procedures and strategies of coordinated human services transportation planning and coordination strategies.
  - Federal Transit Administration (FTA) and Michigan Department of Transportation (MDOT) policies, procedures and practices.
- Utilization of Transportation Trip Scheduling/Management Software