

## **Job Description**

**Reports to:** Transit Manager

Regular, Full-time position; salaried

### **Summary:**

The mobility outreach manager serves the general public through conceptualization, planning, developing and operating programs that respond to and influence the demands of the market. These actions and supportive strategies are performed directly or in collaboration with others to provide a full range of travel options that are more effective in meeting needs of riders. This position is responsible to improve business and community support for the transportation organization. It requires the development and distribution of information that explains how to utilize the available resources in meeting the diverse travel needs of the market it serves.

### **Essential Duties and Responsibilities:**

- Responsible for the day-to-day coordination of human service and public transportation program
- Answers telephone and takes service requests as needed.
- Assesses client needs and identifies travel options.
- Determine unmet transportation needs of a community.
- Analyzes routes and offers suggestions which may be more cost effective and efficient for clients and partners.
- Develops inventory of all transportation services and options in a service area.
- Keeps records and data regarding ridership, services, etc. and analyzes and reports this data.
- Promotes mobility management and transportation services both internally (transportation agency) and externally (business, employers, community groups, planners, and political entities).
- Advocate for riders.
- Supervise staff.
- Other duties as assigned by supervisor.

### **Education, Experience, Licensing, and Other Position Requirements:**

- Bilingual in both English and Spanish. (preferred)
- Excellent listening skills and patience when working with clients and team members.
- Ability to keep and maintain accurate records and reports.
- General knowledge of geographic region.

## DCS MOBILITY OUTREACH MANAGER

- Enthusiastic interest in serving the public with an emphasis on diverse populations, elderly persons, and individuals with disabilities.
- Ability to multitask and problem solve.
- Minimum of High school diploma or General Education Diploma (GED)
- Minimum of 2 years' experience in human services, communication, or case management.
- Proficient computer skills.
- Outstanding organizational and people skills.
- At least 18 years of age with 2 years driving experience.
- Pass State/Federal background check.
- Negative results on pre-employment and random drug tests
- Maintain a valid driver's license with no more than 4 points.
- Must maintain State and Agency required mandated training.
- Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English and Spanish language.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Teamwork** - Exhibit's objectivity and openness to other's views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

**Computer Skills** – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

**Customer Service** – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff needs; Solicits feedback to improve service; Responds to requests for service and assistance.

**Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Interpersonal Skills** - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

**Oral and Written Communication** - Listens and gets clarification; Responds well to questions; Participates in meetings; Communicates clearly and cogently with clients and staff; Reads and comprehends written and verbal instructions. Writes clearly and informatively.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

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**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Attendance/Punctuality** - Is consistently at work and on time; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS REQUIRED TO SUCCESSFULLY PERFORM THE ESSENTIAL JOB DUTIES:**

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel *-frequently*
- Reach with hands and arms; push and pull up to 50 pounds *-frequently*
- Talk, hear and smell *-frequently*
- Stoop, kneel, or crouch *-frequently*
- Sitting and/or standing. *frequently*
- Lift and/or move up to 50 pounds. *-frequently*
- Utilize close vision, distance vision, color vision and ability to adjust focus. *- frequently*
- Employee will be exposed to odors, dust, fumes, and noise. *-frequently*
- Employee will be exposed to outside environmental conditions. *-frequently*
- Climb stairs. *-Occasionally*
- Travel. *-as required*

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Employee Name

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Date

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Employee Signature

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Date