



JOB DESCRIPTION

Position Title: Mobility Manager	Department:
FLSA Status: Exempt	Pay:
Reports To:	Incumbent:

JOB SUMMARY:

An exempt salaried employee in this classification, under the supervision of the Director of ParaTransit Services, performs a variety of duties involving areas of mobility management, such as; planning, implementation, coordination, education, and monitoring new, innovative transportation options for individuals who are elderly or who have disabilities.

ESSENTIAL FUNCTIONS:

- Establish relationships with transportation service providers.
- Identify transportation options within the community.
- Identify mobility management best practices and suitably implement.
- Develop productive relationships with prospective and relevant community partners/stakeholders
- Establish and maintain a database of clients served.
- Produce, track and report periodically major program performance indicators.
- Manage efficiently public concerns, complaints and compliments to ensure goals are met.
- Responsible for payroll verification, authorization, reporting and record keeping.
- Conduct vehicle procurement and distribution instituted under the 5310 program funds.
- Identify and assist in the coordination of existing transportation programs within the community.
- Develop and promote informational and educational opportunities for customers, various agencies and the community.
- Coordinate and collaborate efforts to establish a One Call/One Click Call Center to provide information of community transportation options.
- Attend meetings, workshops and seminars.
- Act as a liaison with community stakeholders to identify and correct gaps in community transportation services.
- Maintain historical and informational files, logs, records, reports and schedules.
- Report on overall performance of the program as directed.

Performs other related duties as required; all job descriptions are subject to change.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of current and developing mobility management best practices.
- Knowledge of Americans with Disabilities (ADA) requirements.
- Knowledge of Federal Transportation Administration (FTA) and Ohio Department of Transportation (ODOT) Policies and Procedures.
- Knowledge of Health Insurance Portability and Accountability Act (HIPAA).
- Ability to use sound judgment and to work independently.
- Ability to establish and maintain harmonious relationships.
- Effective communication and supervisory skills.



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- Knowledge of local, state and federal laws relating to transportation activities. Effective organizational and responsive communication skills.
- Complies with all applicable laws and policies regarding confidential information.
- Adherence to the principles of sound management practices, ethics and integrity

HOURS:

Position may possibly require weekend and evening work.

EQUIPMENT OPERATED:

- Personal computer, applications software and basic office equipment.
- Agency vehicles and/or personal.
- Two-way communications devices.

EDUCATION AND EXPERIENCE - REQUIRED:

- Education: Bachelor's degree in a related field of study.
- Experience: Five (5) years of experience in related field, transportation preferred; Five (5) years of management/leadership experience preferred.
- Credentials: Valid driver's license, access to an automobile and automobile insurance which means with the minimum state requirement.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Extensive use of computer and keyboard and viewing of computer screen is required. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required of this job include vision, color vision, and ability to adjust focus.

Work Environment: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Position may involve exposure to individuals with medical and behavioral risks, Position may involve a limited amount of travel outside of the immediate community.



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I understand the above duties are not all inclusive and may be changed as needed. I further understand that if I have questions, I must ask my supervisor for clarification.

Employee Signature

____/____/_____
Date

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