

**Central Texas Rural Transit District**  
**Job Description**  
**Job Title: Mobility Manager**

Exempt (Y/N): Yes  
Salary Level:  
Location: Early  
Employee Name:  
Prepared by: Ass't General Manager

Division: CTRTD  
Department: Operations  
Supervisor: Mobility & Transit Manager  
Date: 11/29/2017  
Approved by: General Manager

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**SUMMARY:** The primary role of the Mobility Manager is to both enhance and promote mobility in the multi county CTRTD service area and assist in ensuring efficient, effective, safe, and reliable transportation service. This position will be responsible for mobility management which, under the FTA definition, 'consists of short-range planning, management activities and projects for improving coordination among public and private transportation service providers with the intent of expanding the availability of services'. The incumbent is responsible for the coordination of existing transportation services within the region; developing new regional transportation services; and promoting available transportation resources to the region's residents, businesses, and organizations. Assist the Mobility & Transit Manager and other members of management in the day to day operation of transit system. Must have good customer service and interpersonal skills and be tactful in their dealings with customers, management, and co-workers. Must utilize discretion, good judgment, organizational or managerial ability, initiative, and possess the ability to work independently. Must be able to work with customers, members of community, local organizations, and clients and communicate and instruct staff with tact.

The Mobility Manager reports to the Mobility & Transit Manager. At all times will keep the Mobility & Transit Manager, the Operations Manager, the Assistant General Manager, and the General Manager properly advised on all policy matters.

- Responsible for the overall coordination of human service and general public transportation services in the service area.
- Promotes the enhancement and facilitation of access to transportation services, including the integration and coordination of services.
- Supports state and local coordination planning and policy bodies such as regional partnering agencies and funding partners.
- Supports operational planning for the acquisition and implementation of ITS technologies to help plan and operate coordinated systems.
- Gathers and analyzes data to evaluate intermodal transportation service options for persons with disabilities, the elderly and others who are transportation disadvantaged to design the most efficient and cost effective option possible.
- Develops strategies for seeking other funding sources and to leverage existing funding

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with non-FTA federal programs.

- Responsible for the development and administration of new programs to support coordinated transportation, including but not limited to the current West Central Texas Region 7 Regional Coordination plan.
- Identifies short and long term planning needs and develops programs to implement planning efforts
- Respond to questions and inquiries from the community in a timely fashion.
- Assist in promoting agency including presentations and development of coordination service agreements.
- Confers and cooperates with Supervisor and other members of management on daily operations, policies, and regulations.
- Assist in the monitoring and evaluating of drivers to ensure compliance with agency policies, procedures, and regulations and document any problems and improper conduct.
- Assist customers in need of services through multiple transit system areas.
- Distribute and reconcile pre-paid tickets to customers and drivers.
- Assist in compliance with all Charter regulations are maintained and submission of quarterly Charter reports to funding sources.
- Maintains, reviews, and completes paper work that is required.
- Notifies Mobility & Transit Manager, General Manager and supervisor of any relevant concerns/problems in staffing, scheduling, rider complaints, or other reportable circumstances.
- Operate vehicles in a safe manner at all times.
- Perform daily safety inspections to ensure vehicles are in good operating conditions at all times.

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- Contact drivers of assigned sector by radio or telephone to relay request for service.
- Operate office machines such as fax, calculator, and copiers.
- Assist with operational activities as required by supervisor including but not limited to transportation of vehicles, driving, dispatching, and scheduling.
- Assist riders in resolving scheduling conflicts.
- Assist management in the handling and resolution of customer complaints and complete report for funding source and General Manager as required.
- Ensure coordination of policies and procedures and assist with policy and procedure development.
- Understanding written sentences and paragraphs in work related documents.
- Abide by all policies, regulations, and procedures of agency and funding sources.
- Complies with Federal, State, and local laws and regulations.
- Secures passengers' wheelchairs to restraining devices to stabilize wheelchairs during trip.
- Work flexible hours as required.
- Work schedule will be Tuesday through Saturday.
- Follow schedules and deal with public, on a daily basis, in a professional manner.
- Attend workshops, meetings, and training including travel as required by Supervisor
- Ensure proper/treatment of clients/riders by monitoring of two way radio and telephone and promptly report problems to Mobility & Transit Manager or Operations Manager.
- Correspondence including writing of memorandums, mailing of letters, and fax messages as assigned.
- Assist Mobility & Transit Manager, General Manager, Assistant General Manager, and Operations Manager with other duties as required.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Customer service – schedule rides for passengers needing transportation services. To include operating Scheduling/dispatch software, scheduling of appointments, and special trips.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Bachelor's degree, or associates degree with 2 years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Have the ability to write routine reports and correspondence, and to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS:** Must have the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Have the ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

CPR Certificate	Defensive Driving Certificate
Driver's License (CDL - with Passenger Endorsement)	First Aid Certificate

**OTHER SKILLS AND ABILITIES:** Have the ability to operate personal computer and Microsoft Office, fax machine, calculator, and copier.

Have the ability to carry out instructions assigned by General Manager or Assistant General Manager.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that

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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 stand; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to walk and smell.

The employee must regularly lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here 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.

The noise level in the work environment is usually quiet.

**THIS FORM REFLECTS THE GENERAL DETAILS CONSIDERED NECESSARY TO DESCRIBE THE ESSENTIAL FUNCTION OF THE JOB IDENTIFIED AND SHALL NOT BE CONSIDERED AS A DETAILED DESCRIPTION OF ALL THE WORK REQUIREMENTS THAT MAY BE INHERITED IN THE JOB.**

Failure to comply with Personnel Policies, job responsibilities, and functions can result in disciplinary actions and termination.

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**Review, Sign, and Return Job Description with Application**

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**Applicant/Employee Acknowledgement**

I have read, understand, and agree to perform the duties as outlined in this position description.

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date