

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: Mobility Management
Supervisor: Ass't General Manager
Date: 11/14/2025
Approved by: General Manager

SUMMARY: The primary role of the Mobility Manager is to enhance and promote mobility in the multi county CTRTD service area. Assisting 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 Members of Management in the day-to-day operation of the transit system. Must have good customer service, 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 Assistant General Manager. At all times the Mobility Manager will keep the Mobility Manager/CSR Supervisor, the Transit Manager, the Operations Manager, the Assistant General Manager, and the General Manager properly advised on all policy matters.

- Serve as the primary trainer for the transit district to ensure all federal, state, local, MCO, and agency requirements are kept current. Responsible for ensuring that required training is provided, documented, monitored, updated as required to ensure compliance with funding source requirements, and submitted to the Administrative Assistant.
- Responsible for Asset Management on behalf of the agency related to facility maintenance plan and coordination with funding sources including Early, Coleman, San Saba, and Sweetwater Facilities. Ensure that all incident reports regarding fire/safety/environment are documented and maintained properly. Address safety issues and problems and make sure they are corrected. Develop and updates safety related procedures and guidelines related to the facility and occupants. Serve as the contact person for repairs needs at all CARR office locations.
- Inspects physical facilities of terminal and vehicles for such factors as cleanliness, safety, and appearance and takes required actions to correct findings and/or submit reports to General Manager including purchase requisition and contacting vendors.

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- Maintain Safety and Health Policy, Operational requirements, MCO Manuals jointly with the Administrative Assistant, and Facility Maintenance plans. Must disseminate changes to all employees and ensure that the handbook is kept current.
- Responsible for Driver Supplies in Brown, Comanche, Erath, Mills, Hamilton, and San Saba counties, new fleet, and new hires.
- Serve as a backup to Mobility Manager/CSR supervisor in the event of extended leave for handling complaints, incidents, and accidents
- Assist in creating driver schedules as required.
- Responsible for the overall coordination of human service and 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 analyze data to evaluate intermodal transportation service options for people with disabilities, the elderly and others who are transportation disadvantaged to design the most efficient and cost-effective option possible.
- Develop strategies for seeking other funding sources and to leverage existing funding 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 and Access North Texas Regional Coordination Plan.
- Identifies short- and long-term planning needs and develops programs to implement planning efforts.

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- Respond to questions and inquiries from the community in a timely fashion, including but not limited to website submissions, referrals, and walk ins.
- 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.
- Maintains, reviews, and completes the paperwork that is required.
- Notifies General Manager, Assistant General Manager, Operations Manager, Transit Manager, and Mobility Manager/CSR Supervisor of any relevant concerns/problems in staffing, scheduling, rider complaints, or other reportable circumstances.
- Always operates vehicle in a safe manner.
- Perform daily safety inspections to ensure vehicles are always in good operating condition.
- 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, 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.

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- Abide by all policies, regulations, and procedures of agency and funding sources.
- Complies with Federal, State, and local laws and regulations.
- Secures passengers' wheelchairs with restraining devices to stabilize wheelchairs during transport.
- Work flexible hours as required.
- Maintain Trip denial forms, accommodated trips and additional information.
- Follow schedules and deal with the public daily, in a professional manner.
- Attend workshops, meetings, public events, 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 Transit Manager or Operations Manager.
- Correspondence includes writing of memorandums, mailing of letters, and fax messages as assigned.
- Assist General Manager, Assistant General Manager, Operations Manager, Transit Manager, and Mobility Manager/CSR Supervisor with other duties as required.
- Back up to Notify Dialysis Facilities, routes, and others regarding upcoming closures.
- Alternate Point of contact for JCI in Brown, Comanche, and Eastland, Aldersgate Enrichment Center and Brownwood Senior Center regarding routes.
- Handle outreach to community during service closures due to inclement weather. i.e., radio stations, tv, routes, etc.
- Saturday rotation as needed to stay abreast dispatching.
- Maintains petty cash fund (if applicable) and ensures that all receipts are logged and cash on hand and balance spent equals. Submit petty cash report to the administrative office for reimbursement on a consistent basis.

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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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Bachelor's degree, or associate 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. Can write routine reports and correspondence and speak effectively before groups of customers or employees of the 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. Can deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

CPR Certificate Defensive Driving Certificate First Aid Certificate

PASS Certification Braun lift Certification

OTHER SKILLS AND ABILITIES: Can operate personal computers and Microsoft Office, fax machine, calculator, and copier.

Can carry out instructions assigned by the General Manager or Assistant General Manager.

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.

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Reasonable accommodation 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; talk or hear. The employee is occasionally required to walk and smell.

The employee must regularly lift and/or move up to 25 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 environmental characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation 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.

Review, Sign, and Return Job Description with Application

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