

# Mobility Manager

## Job Description

**Summary** – The Mobility Manager reports directly to the Transit Manager and is responsible for assisting and coordinating transportation options, Medical Assistance reservations and travel training for disabled, older adults and low-income residents within the Namekagon Transit service area.

The Mobility Manager assists clients to choose, obtain and maintain transportation options which best accommodate their unique travel choices and need. The mobility manager provides travel training and navigation services to assist the traveler in gaining mastery of travel routes to promote their independence. The mobility manager assists in coordination referrals to existing transportation providers.

**Essential Duties and Responsibilities** – includes the following and other duties may be assigned:

- Provide public speaking presentations to groups on transportation services available
- Set up and maintain booth/display at public events of existing public transit services and other transportation options through Mobility Management.
- Assist in the development of transportation resource information including, but not limited to resource manuals, brochures
- Participate in the quarterly Transportation Coordination Committee (TCC) meetings
- Conduct outreach to community service and transportation providers to identify unmet needs
- Keep abreast of transportation funding sources (Medicaid Transportation, 85.21 Aging and Disability Transportation Services, voucher program through North Country Independent Living)
- Identify unmet transportation needs through data collection on transportation requests and rides provided across the service area in collaboration with pertinent Transportation Coordination Committees
- Work through the appropriate Transportation Coordination Committee with existing transportation service providers to identify strategies to eliminate service gaps
- Develop person centered transportation plans to match a individual travel needs to existing resources in the community
- Conduct travel-training services to assist individuals utilizing community transportation resources independently
- Conduct an annual survey of number of Namekagon Transit trips, ridership demographics, including number of persons with disabilities, purpose of ride, income level, age, gender, family composition.
- Assist with other duties as assigned by the Transit Manager.

**Qualifications** – 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.

- Computer literacy skills to assist in the development of transportation resource information

- Oral and written communication skills necessary to conduct transportation out-reach activity directed at community providers
- Public speaking skills to conduct presentations
- Communication skills for working with clients, referral services and coordination with other transportation agencies
- Ability to handle multiple projects and set priorities
- Customer services problem-solving skills
- Project organization skills

**Education and/or Experience** – Minimum of two years of transportation, human services case management and planning activities, knowledge of transportation and human resources in community or bachelor’s degree in transportation, community planning, business or related field or a combination of education, training and experience that results in demonstrated competency to perform the work may be submitted.

**Language Skills** – Employee must have aptitude in the English language and possess the ability to read, write and speak clearly. Must have the ability to respond effectively to sensitive inquiries or complaints. Must be able to listen and to communicate with managers, co-workers, and the general public.

**Work Environment:** This position works in an office setting and has some meetings and travel offsite. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will be working in an office which is adjacent to a garage/shop. The noise level can sometimes be loud and distracting. The work characteristics can be sedentary. The employee may occasionally be exposed to moving mechanical parts, fumes or airborne particles.

**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. The employee may be required to sit for long periods of time. The employee will be required to maintain similar body position for long periods of time. The employee will have to stand, walk and reach. Employee must have excellent dexterity of hands and fingers to operate a keyboard. Specific vision abilities required by this job include the function of adjusting focus. The employee is occasionally required to reach with hands and arms; climb stairs or balance; stoop, kneel, crouch, or crawl and taste or smell.

**Mathematical Skills** – Must possess the ability to add, subtract, multiply and divide.

**Reasoning Ability** – Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in numerous situations. Must possess the ability to understand company rules and apply them.

**Certificates, Licenses, Registrations** – Must be able to obtain of the Mobility Management Certification offered through the Wisconsin Association of Mobility Managers.

**Other Skills and Abilities** – One of the strongest attributes an employee must possess is the ability to get along with fellow employees and customers of the transit system. We are all on the same team and our success depends on our support of one another.

**Other Qualifications** – Will be considered on an individual basis.