

IMPERIAL COUNTY TRANSPORTATION COMMISSION

POSITION TITLE: REGIONAL MOBILITY COORDINATOR I

REGIONAL TRANSIT PLANNING AND PROGRAMS

BASIC FUNCTION:

Under direction of the Transit Program Manager or the Executive Director, coordinates and organizes the Regional Mobility Management Program (RMMP) of the Imperial County Transportation Commission (ICTC); Provides extensive public outreach and promotes the use of public transit services, conducts mobility training sessions for human service agencies' staff and the general public with emphasis on seniors and persons with disabilities; Conducts interviews with applicants to assess the applicants' transit needs, as well as, offering mobility training including trip planning and fixed route usage; Coordinates the ADA certification and eligibility process for ADA paratransit services; Develops and submits various federal and State grants and develops related reporting; Provides staff support to the Commission and its technical and policy advisory committees; and assists with the collection, analysis and development of regional transit data.

This position is grant funded and is contingent on continued future grant funding. RMMP activities shall meet program requirements in the grant agreements.

DISTINGUISHING CHARACTERISTICS:

The Regional Mobility Coordinator must be articulate and compassionate always presenting a professional appearance and demeanor, while responsible for bi-lingual presentations; the dissemination of varied and technical transit service information; providing arrangements for mobility coordination; and handling customer walk-ins requesting information on transit programs and services.

DIRECTLY RESPONSIBLE TO:

Transit Programs Manager or the Executive Director

SUPERVISION OVER:

Provides assistance and support to senior staff, but may oversee the work of clerical staff and interns for project specific tasks

ESSENTIAL FUNCTIONS:

Provide extensive public outreach and promote the use of public transit services in a coordinated team approach with senior transit staff.

Be knowledgeable regarding the American with Disabilities Act (ADA) and all aspects related to the delivery of public transit services.

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Coordinate the Americans with Disabilities Act (ADA) Certification and Eligibility process which includes processing the applications within the required federal time limits, arranging and conducting interviews with applicants, interacting with family members and medical care providers, submitting processed applications for final approval to senior staff.

Coordinate the certification and eligibility database, and confidential files. Recertify persons deemed eligible at the appropriate time frames. Research and remove closed files. Process requests for reciprocity. Maintain eligibility denial list.

Coordinate formal appeals process for denied applications with the Americans with Disabilities Act Advisory Committee (ADAAC)

Coordinate the ADA Reasonable Modification Request process. Prepare recommendations for senior staff to review and approve. Maintain database of requests for date, time, type and action.

Conduct mobility training through appointment-based sessions with persons, including seniors and persons with disabilities using transit assets at the bus operations yards. Be knowledgeable in the use of wheelchair ramps, wheelchair tie downs and various mobility devices.

Prepare and deliver presentations on transit services to social service, human service agency staff and their clientele, employers and other various organizations and related groups.

Identify opportunities for coordinated and expanded transportation among transit providers, social service agencies, educational facilities and workforce development agencies focusing on the entire trip on not just one mode of service.

Respond to all job duties, related issues and inquiries related to transit coordination, eligibility, training or outreach with sensitivity, tact, compassion, and confidentiality.

Attend and participate in the Social Services Transportation Advisory Council (SSTAC) meetings.

Provide consultation through the Consolidated Transportation Services Agency (CTSA) of ICTC and serve as a technical resource for mobility to member agencies, community advocates, organizations, and members of the public.

Participate in training opportunities to remain current and knowledgeable of applicable laws and regulations related to specialized human service transportation and public transit services particularly for seniors and persons with disabilities including but not limited to attendance at conferences, workshops and seminars at Caltrans, the California Association for Coordinated Transportation (CalACT), Community Transportation Association of America (CTAA) and National Transit Institute (NTI).

Research mobility management programs in other areas to stay current on best practices and concepts of regional mobility.

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Develop education programs, materials and other media including travel training and passenger materials.

Assist senior transit staff with updates to the IVT, IVT Access, IVT RIDE and IVT MedTrans websites insuring timely and accurate information

Assist senior transit staff with the development and daily attention to social media for public transit services

Document and maintain statistics on appointments, training sessions provided as well as attended, presentations and comments received to track effectiveness of regional mobility program

Prepare and maintain the RMMP annual grant documents and required reports, and other related transit compliance reports.

Performs related duties as required.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Knowledge and Abilities:

KNOWLEDGE OF:

- Knowledge of the Americans with Disabilities Act and its specific applications for public transit services and operations
- Knowledge of state and federal transportation grant programs

ABILITY TO:

- Communicate effectively both in English and Spanish, using clear and persuasive oral and written communication skills.
- Ability to speak before groups of various sizes of people
- Work concurrently on several projects, moving forward various separate but related initiatives likely to be at different stages of development.
- Work independently in the absence of supervision and under pressure to in an effective manner to meet deadlines.
- Maintaining confidentiality regarding sensitive information
- Successfully prepare grant proposals
- Successfully collaborate and maintain effective working relationships with staff, consultants, and representatives of local, regional, state and federal agencies
- Ability to use a personal computer and other office equipment
- Ability to work a flexible schedule that may require some weekends and evenings.
- Ability to operate a motor vehicle; must possess and maintain a valid California Driver's license.

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- Collaborate with planners, traffic, and transportation engineers to develop and evaluate alternatives, selection of preferred options, and preparation of recommendations on policies, plans and projects
- Research, interpret, implement, and explain laws, regulations, policies, and procedures related to the Americans with Disabilities Act of 1991.
- Collect, organize, interpret, and analyze data and other technical information and make effective recommendations

EDUCATION AND EXPERIENCE REQUIREMENTS:

Must be able to speak before and interact with groups of people of various ages, levels of education and authority, and with persons with mental and physical disabilities, prepare correspondence and technical reports as well as establish and maintain effective working relationships with others. Strong writing and communication skills are essential.

Any combination of training, education and experience which would provide the required knowledge and abilities; a bachelor's degree from a four-year college or university with a degree in Public Administration, Urban or Regional Planning, Transportation Planning, or related field; or a master's degree in a related field is desirable.

COMPENSATION:

SALARY RANGE:

\$41,811.80 – \$54,969.62 Annual – Regional Mobility Coordinator I

*\$49,397.82 – \$66,197.80 Annual – Regional Mobility Coordinator II

* Position not described in this document

This is an At-Will exempt professional position.

LICENSES AND OTHER REQUIREMENTS:

A Valid California Driver's License.

WORKING CONDITIONS:

ENVIRONMENT: Office environment; periodic fieldwork, driving as needed.

PHYSICAL REQUIREMENTS: Dexterity of hands and fingers to operate computer; vision to drive; standing for extended periods of time, hearing and speaking for public presentations.

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ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents.

Employee Name (Please Print)

Date

Employee Signature

Date

Supervisor's Signature

Date

Executive Director's Signature

Date