

# LOWCOUNTRY REGIONAL TRANSPORTATION AUTHORITY

## JOB DESCRIPTION

**Job Title:** Mobility Manager  
**Department:** Administration  
**Reports To:** Executive Director  
**FLSA Status:** Non-Exempt  
**Prepared By:** Executive Director  
**Approved Date:** 02/14/04  
**Approved By:** Rochelle Ferguson, Executive Director

### **SUMMARY:**

This employee is responsible for the day-to-day coordination of both the human service and public transportation systems. The work requires planning the daily routing schedule(s). The work requires mature judgment and independent initiative, with ability to organize work efficiently and work well with drivers as well as the public. The work is performed under general supervision and evaluated by Director.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Responsible for the day to day coordination of the human service and public transportation program and services pursuant to contract designated responsibilities.
- An employee in this class performs administrative duties associated with the transportation department
- Uses all available resources solicited by the Director to transport clients using the most cost-effective and efficient manner possible
- Devises daily and weekly route schedules for all drivers
- Work includes developing daily driver's schedule(s) including route changes to drivers
- Gives directions and rerouting if necessary
- Compiles records
- Work requires a special understanding of the needs and behavior of clients served and diplomacy under frequent chaotic and noisy workload demands of a scheduling office
- Contacts drivers to work out schedules as they change
- Answers phone and take requests for service as needed
- Assesses client needs and identifies travel options
- Uses knowledge of routing software/ willingness to train drivers on how to use it
- Completes reports for finance department
- Arranges and/or provides drivers training sessions on a regular basis
- Analyzes routes and offers suggestions periodically to be most cost effective to clients and partners

- Attends meetings as required
- Attends DOT conferences/training and other functions as deemed necessary to job.
- Additional duties as may be assigned

**KNOWLEDGE, SKILLS AND ABILITIES:**

- ☞ Considerable knowledge of geographical layout of Allendale County and surrounding areas.
- ☞ Working knowledge of two-way radio systems.
- ☞ Skill in fielding a high volume of calls and handling demands simultaneously in a hectic working environment.
- ☞ Ability to communicate effectively in oral and written form.
- ☞ Ability to compile information and maintain and keep accurate records and reports.
- ☞ Extensive computer experience as well as the ability to use routing software.
- ☞ Ability to deal courteously and tactfully with the public.

**DESIRABLE EDUCATION AND EXPERIENCE:**

- ☞ Graduation from high school with additional training in computer skills and two-way radio operations.
- ☞ Experience in spreadsheet, database and routing software.
- ☞ Supervisory experience with at least 5 employees (minimum 3 years) desired.
- ☞ Public transportation system or scheduling dispatching experience desired.

**SPECIAL REQUIREMENT DRUG & ALCHOL:**

Must successfully pass pre-employment drug test, as well as random, reasonable suspicion, and post-accident drug and alcohol tests.

**SUPERVISORY RESPONSIBILITIES:**

Possible future responsibilities include supervision of drivers. Responsibilities include training employees, assisting in performance appraising, addressing customer complaints and resolving employee issues.

**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.

**EDUCATION and/or EXPERIENCE:**

High school diploma and 2 to 4 years of related experience and/or training in computer skills and two-way radio operations; or equivalent combination of education and human resources experience is preferred. Transportation related experience desired. Individual

must be able to use a computer with the following necessary programs, Microsoft Word, Excel and routing software such as Routematch. Supervisory experience with at least 5 employees (minimum 3 years) desired. Public transportation system or scheduling dispatching experience desired.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to present information, speak effectively before groups of employees, managers, clients, customers, and the general public, as well as respond to questions.

**MATHEMATICAL SKILLS:**

Ability to work with mathematical concepts; perform basic math and calculate figures. Ability to apply concepts of basic numbers, probability and statistical inference. Ability to apply graphic concepts, fractions, percentages and ratios to practical situations.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

A valid class B commercial drivers license with passenger endorsement is a plus.

**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 regularly required to sit and use a computer. The employee frequently is required to use hands and fingers, talk and listen. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and 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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderately quiet to loud.

**REQUIREMENT:**

Must have at the time of employment and maintain throughout the period of employment, an operational telephone in the employee's private residence, or an operational personal pager and pager service.

I have reviewed and understand the contents of this job description as Mobility Manager.

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Employee's Signature /Date

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Executive Director or Designee/Date