

**CENTRAL INDIANA REGIONAL TRANSPORTATION AUTHORITY  
JOB DESCRIPTION**

**POSITION:            Mobility Manager**

**REPORTS TO:        Executive Director**

**DEPARTMENT:      Mobility Management - CIRTA**

**RESPONSIBILITIES:**

The primary role of the Mobility Manager is to both enhance and promote regional mobility in the multi county CIRTA service area. This position will be responsible for mobility management which, under the Federal Transit Administration (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.

The Mobility Manager reports to the Executive Director. At all times the Manager shall keep the Executive and Board properly advised on all policy matters. The Mobility Manager shall have the overall responsibility for recommending policy to the Executive Director and, where appropriate, the Board, and upon Board authorization, shall effectively implement those policies. The Mobility Manager must be willing to attend training seminars and other courses necessary to fulfill the requirements of this position. In addition, this employee shall display a positive and cooperative attitude in working with all other staff, providers, and the community.

**Duties include:**

- Responsible for the overall coordination of human service and general public transportation services in the service area.
- Responsible for the development and administration of new programs to support coordinated transportation, including but not limited to the recommendations of the 2010 Central Indiana Regional Rural and On-Demand Transportation Study and the local Coordinated Human Services Plan.
- Facilitate regular meetings of public transportation providers in the multi county CIRTA service area in order to develop collaborative strategies to improve regional mobility
- Identifies short and long term planning needs and develops programs to implement planning efforts.
- Develop and manage a one-call one-click transportation resource center to coordinate transportation information on all travel modes
- Respond to questions and inquiries from Board members and from the community in a timely fashion.
- Identify staffing needs and upon authorization from the Executive Director and Board, interviews and evaluates applicants, making hiring recommendations to the Board.
- Train, supervise, and evaluate all personnel, as applicable.
- Establish all office procedures, policies, and routines to support the delivery of coordinated transportation services
- Determine and assess service delivery areas, provider utilization, and geographical assignments.

The availability of this position is contingent upon continued revenue from grants and other sources and employment in this position is at-will.

- Institute and maintain a performance monitoring system sufficient to provide the statistics necessary to make quarterly assessments of all services provided
- Develop, implement, and monitor a system safety plan.
- Oversee the preparation of all grant applications, annual operating plans and annual operating and capital budgets.
- Assure the completion and timely submittal of all local, state, and federal grant reports in coordination with the finance manager.
- Monitor budget expenditures and takes appropriate actions to modify services so that budgets are not exceeded in coordination with the finance manager.
- Authorize all program expenditures and purchases upon proper approval of the governing Board following procurement policies.
- Develop bid specifications and requests for proposals to assure that procurement policies are followed.
- Negotiate contracts and monitors contracts for compliance.
- Attend local interest group meetings to explain CIRTAs services program and develop and implement other marketing programs designed to increase a positive consumer awareness transportation services
- Assure that all local, state, and federal policies, rules, and regulations are properly implemented and followed during the provision of CIRTAs coordinated transportation services
- Conduct periodic inspections of on-street operations to assure quality of service provided by contracted transportation providers.
- Oversee annual customer satisfaction survey and provide a report to the Board.
- Any other duty or responsibility necessary to develop and maintain effective service operation and good public relations including assisting other staff in the performance of their duties.

**MINIMUM REQUIREMENTS:**

- Four-year college degree in business, public administration, social work, non-profit management, communication, marketing, or related field
- 2-3 years work experience in government or non-profit agency or business operations and/or marketing

**Essential Skills and Training:**

- Track record of successes and overcoming obstacles
- Comfortable and adept at making presentations to small and large audiences
- Organized, punctual and a self-starter who can work with minimal supervision
- Analytical skills to provide solutions/recommendations to businesses
- Experience interacting with people of varied backgrounds
- Experience in customer service and responding to customer inquiries
- Articulate, persistent, performance driven, results oriented, and a sense of humor
- Work well in a team environment

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