Solano Transportation Authority

JOB ANNOUNCEMENT

JOB TITLE: TRANSIT MOBILITY COORDINATOR
LIMITED-TERM APPOINTMENT*

FINAL FILING DATE: 5:00 P.M. – MONDAY, SEPTEMBER 17, 2012
Oral Board is tentatively scheduled for Thursday, September 27th, 2012

Department:	Transit and Rideshare Services/Solano-Napa Commuters Information (SNCI)
FLSA Exempt:	No
Salary Range:	**Transit Mobility Coordinator - $4,008 - $4,419** ***Limited-Term Appointment with Three (3) Year Grant Funding**
Benefits:	PERS Retirement 2% @ 55 Employer paid health insurance, dental, vision, and life insurance Holidays, Vacation and sick leave

JOB SUMMARY:
The Transit Mobility Coordinator is responsible for helping to develop and implement a new mobility management program for Solano County. The position is responsible for providing public education regarding existing transportation resources to the general public via telephone, website and social media events, employers and other community outreach within Solano County. The position is also responsible for the coordination, education and advocacy of the transportation resources and critical services to senior citizens, low income, and individuals with disabilities, youth, as well as the general public. The Transit Mobility Coordinator works independently, receives instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Be a knowledgeable resource for a wide range of alternative transportation information: including but not limited to buses, carpools, volunteer driving programs, vanpools, ferries, rails, and bicycles;
- Be familiar with the Solano, Bay Area, and Sacramento transit regions;
- Liaison to social service agencies, transportation providers, and other organizations to utilize and promote transportation services and programs;
- Maintain Mobility Options website and the Solano County Transportation guide;
- Interact with private, nonprofit and public organizations cooperatively;
- Develop and coordinate transportation programs utilizing transit operators, social service providers, and other agencies; and proactively provide individual travel training for seniors, youth, low income and individuals with disabilities and special needs;
- Identify outreach marketing opportunities;
- Apply strong customer service skills in a professional manner to day-to-day interactions;
- Identify solutions, prepare recommendations, and educate the partners, riders, stakeholders and elected officials on transportation resources and other transit alternatives;
- Develop performance measures to determine effectiveness of programs;
- Drive agency van to events and load/unload event materials;
- Track activities, attend meetings and prepare staff reports for committees;
- Manage & update files in Word, Excel, Access, and possibly other applications.
- Provide assistance to the Transit Program Manager and other STA staff as needed.
- Build and maintain positive working relationships with co-workers, other Agency employees, external resources such as, service agencies, transportation providers, vendors and contractors, and the general public using principles of good customer service and leadership; perform related duties as assigned.

QUALIFICATION REQUIREMENTS:
The incumbent must be a motivated self-starter with excellent customer service and organizational skills, a flexible team player with a positive attitude, and the ability to outreach and develop cooperative relationships with senior citizens, low income, and individuals with disabilities and special needs, as well as the general public, and in conjunction with transit operators, social service providers and other agencies.

EDUCATION and/or EXPERIENCE:
Any combination of education and experience that would likely provide the required knowledge and abilities as listed below is qualifying. A typical way to obtain the required knowledge, skills and abilities would be a minimum of two years of customer service, sales, or outreach experience. Bilingual in Spanish is a plus. A high school degree is required with a bachelors degree preferred.

KNOWLEDGE, SKILLS, and ABILITY:
In addition to the experience and education described above, the position requires:

- Ability to work diplomatically with a wide range of individuals.
- A strong communicator (both oral and written).
- Ability to present ideas clearly.
- Ability to speak in front of a group.
- Self-motivated and problem-solver.
- Strong work ethic, goal-oriented.
- Committed to providing excellent customer service.
- Able to work with and complement existing staff.
- Flexible, unbiased and a person of high integrity.
- Proficient in Microsoft Word, Excel, and PowerPoint
- Ability to learn specialized software.

PHYSICAL DEMANDS:
While performing this job, the employee is regularly required to sit for extended periods of time; may require walking for short periods; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; reach at and above shoulder level; generally inside work with occasional outside work with exposure to weather, odors, dust and pollen; lifting and/or carrying of light to moderate equipment/supplies; hand and finger dexterity sufficient to operate computer keyboard for extended periods of time. This classification also emphasizes speech, hearing and vision; ability to see well enough to read handwritten and typed documents and view computer monitors for extended periods of time; ability to hear well enough to communicate on the telephone and in person over office noise; ability to speak well enough to be easily understood over the telephone and in public meetings; ability to comprehend at the level required for the job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Able to travel to and function at scheduled external meetings and events as well as work variable hours on occasion (evenings and weekends). Able to lift 20 pounds, drive a van and handle event equipment.

DRIVING REQUIREMENTS: Driving of personal and STA vehicles is necessary as many meetings and other job-related activities will be out of the STA offices. Use of a personal vehicle is reimbursed in accordance with IRS mileage regulations. Proof of insurance of personal vehicles is required and must be maintained during employment with STA. The hire for this position must have a valid California Class C driver's license and have a satisfactory driving record such that the employee is eligible for coverage by STA's insurers. All new hires will be subject to an initial DMV "pull notice" check and, following employment, annually thereafter.

APPLICATION PROCESS:
A completed Solano Transportation Authority (STA) Employment Application must be received by Human Resources at One Harbor Center, Suite 130, Suisun City, CA 94585 by **5:00 p.m., Monday, September 17, 2012**. Additional information regarding the application, job description and benefits can be found online at www.sta.ca.gov. Application packets may also be requested in-person at the above address. Resumes **will not** be accepted in lieu of a completed application packet.

SELECTION PROCESS AND TENTATIVE SCHEDULE:
All applications will be reviewed for minimum qualifications and only the best qualified will be invited to continue in the examination process. The current position is a three (3) year limited-term grant funded position; however, an eligibility list will be created for future openings. The examination process may consist of a written exam (pass/fail), a practical exam and/or an oral interview. **Practical Exam and Oral Board is tentatively scheduled on Thursday, September 27, 2012**. Department Interview is scheduled for the week of October 1, 2012.

OTHER IMPORTANT INFORMATION:
It is important that your application show all the relevant education and experience you possess. **Resumes submitted in lieu of an application will not be accepted**. Applications may be rejected if incomplete or not signed.

If you believe you may need accommodations during the testing process, please contact Human Resources at (707) 424-6075. Requests for accommodations must be received no later than five (5) calendar days after the final filing date for the recruitment.

***The current opening is a Limited Term position that is grant-funded for up to three (3) years. As a condition of employment, the successful candidate will be required to sign a limited term agreement with STA. Continuation of employment after three (3) years is subject to availability of funds.**

If the recruitment requires documents to be submitted with your application (certifications, DMV printout, etc), these can be submitted in one of several ways: 1) faxed to the HR Department at (707) 424-6074, or 2) delivered/mailed to the Solano Transportation Authority Attn: Human Resources, One Harbor Center, Suite 130, Suisun City, CA 94585 or 3) Email to humanresources@sta-snci.com.