

MAJOR FUNCTION

This is responsible professional administrative work coordinating the operations of the United We Guide Program. This position is responsible for community transportation planning and travel training for older adults and disabled citizens, matching travel needs to transportation options both public and private available in the community. Work is performed under the direction of the Superintendent-Para-Transit Operations and is reviewed through conferences, reports, and objectives obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Develops new training programs for elderly, disabled or disadvantaged transportation users to increase awareness, and knowledge of services available for public and alternative transportation options available in the community. Provides travel training and assists in coordinating referrals to existing transportation services and other modes of transportation. Functions as community transportation advocate promoting accessible, affordable transportation options for people with specific transportation mobility challenges. Coordinates services for citizens with human service organizations to include trip planning and travel training. Identifies unmet transportation needs, records and analyzes the information in collaboration with Star Metro to find solutions through community planning activities. Assists in the development and utilization of innovative transportation resources including, but not limited to, Commuter Services, Voucher programs, and ADA services. Assists in the development and dissemination of transportation resource information including resource manuals, brochures and web pages. Assist with the management of Job Access and Reverse Commute grants as well as seeking new funding to enhance mobility options for transportation disadvantaged clients. Oversees one-stop transportation traveler call centers to coordinate transportation information on all travel modes. May supervise clerical, administrative or volunteer staff. Performs other duties as assigned, performs related work as required.

Other Important Duties

Serves on various human service coalitions and advisory committees as required. Attends meetings and conferences to improve level of service. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of special transportation services both public and private. Considerable knowledge of operating principles and scheduling procedures for demand responsive transportation. Considerable knowledge of elder, disabled and disadvantaged citizens needs as it relates to travel, trip planning and basic transportation needs and obstacles. Ability to develop and implement programs associated with special transportation needs. Ability to write, compile and analyze reports. Ability to perform clerical and administrative support functions. Ability to communicate effectively, orally and in writing. Ability to establish and maintain effective working relationships with subordinates, peers, supervisors, and the general public as necessitated by the work. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in transportation, urban planning, business or public administration, or a related field and three years of related transportation, planning or customer service experience; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Established: 12-17-10