



**Twin Cities Area Transportation Authority**  
**(269) 927-2268 • Fax (269) 927-2310**

275 East Wall Street, P.O. Box 837, Benton Harbor, MI 49023

**Title: Mobility Manager**

**Reports to: Executive Director**

**Job Summary:** The primary focus of this position is planning, developing, and administering transportation programs for individuals with mobility challenges in the Benton Harbor/St. Joseph region. This work includes representing TCATA at various community meetings, identifying unmet transportation needs and developing transportation solutions; exploring the feasibility of public transportation projects; identifying and maximizing the use of mobility resources for individuals with disabilities; and administering existing specialized transportation programs. The Mobility Manager will assist in planning for future funding efforts and development, such as preparing grant applications and reporting to existing funding agencies.

**Essential Duties and Responsibilities:**

- Coordinate efforts to enhance the availability and access to transportation services connecting to the urbanized area, primarily the integration and coordination of services for individuals with disabilities and older adults.
- Facilitate and serve as a liaison with regional transportation providers, human services, and community-based organizations, as well as employers and consumer groups to maximize available transportation resources to meet regional transportation needs.
- Participate in the development of regional plans and studies, including drafting plans and plan elements and serves as the liaison to community leaders on how transportation enhances economic development.
- Develop and/or improve customer information and trip planning systems.
- Present transit information to various community groups and organizations on the benefits of mobility management for the community and builds supportive networks.
- Assist in the development of transportation resource information, such as manuals, brochures, and web pages, and other marketing materials directed at human services agencies, aging agencies, employers, and others.
- Conduct mobility training services to assist people in utilizing community transportation resources independently.



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- Inventory existing transportation programs; identify unmet service needs; match users with appropriate funding sources and service providers.
- Assure transportation program compliance with the Twin Cities Area Transportation Authority Title VI Nondiscrimination Plan.
- Act within the scope of his or her responsibilities, working as a public employee with courtesy and professionalism, and adhering to the highest standard of ethics.
- Ability to read and understand transportation and program planning documents and standards.
- Ability to work a flexible schedule that may include evenings and weekends.
- Ability to establish and maintain effective working relationships with all levels of staff, community leaders, government representatives, and customers.
- Ensure that procedures associated with a contract are prepared and administered in accordance with the FTA, MDOT.

### **PHYSICAL REQUIREMENTS:**

Extended periods of sitting at a table, desk, or workstation with use of a computer; normal visual acuity and field of vision; hearing; speaking; and color perception; work involves periodic bending, stooping, reaching, standing, and walking; requires dexterity in operating office machines and equipment; periodic need to carry items for short distances weighing up to 10 lbs. Periodic fieldwork in varying environments. Travel as necessary within or outside of service area via automobile or other mode of transportation.

### **Required Skills/Abilities:**

- *Excellent interpersonal and customer service skills.*
- *Excellent organizational skills and attention to detail.*
- *Excellent time management skills with a proven ability to meet deadlines.*
- *Ability to work cooperatively in a team-based environment.*

### **Education and Experience:**

*Bachelor's degree in Human Services, Business, Communications, or related field of study preferred.*