

JOB TITLE: Mobility Operations Coordinator
DEPARTMENT: Mobility Services
REPORTS TO: Senior Manager of Mobility Services
SALARY GRADE: 102
SALARY RANGE: DOQ (\$41,696.00 - \$52,120.00 annually)

LAST REVISION DATE: 08/2021
FLSA: Exempt
EEO: Administrative

PURPOSE OF JOB

The Mobility Operations Coordinator will directly assist the Mobility Services Team with a wide range of projects related to transit service such as data collection, validation, tracking, and service billings. This position will also assist with administrative functions for the Mobility Services Team.

ESSENTIAL FUNCTIONS

- Assist with monitoring certain transportation services through GPS location and published schedules
- Performs weekly/monthly billing and receiving functions for contracted Mobility Services
- Reports operating data, financial data, and ridership information
- Assist with the development, implementation, and monitoring of services provided by DCTA
- Monitor and evaluate on-time-performance data
- Organize and schedule appointments
- Plan meetings for the Mobility Services Team and take detailed minutes for select meetings
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system for Mobility Services Team
- Assist with developing and implementing Mobility Service standard operating procedures
- Help review schedule data for passenger information panels posted at bus stops, conduct field work as needed to ensure information is correctly displayed, and conduct field assessments at bus stops
- Assist with collecting and recording service data for various DCTA services using appropriate software and prepare ridership reports as required
- Assist the Mobility Services Department with projects which include ridership and data analysis, collection and coordination of survey information and other special projects as assigned
- Assist with the analysis of transit project data, including ridership reports for bus transportation, transportation services for seniors and persons with disabilities, commuter bus, and other modes of service
- Assist with drafting materials and communications for the Mobility Services Department
- Conduct onsite surveys, count passengers, ride buses to identify and confirm issues, and test possible solutions
- May perform operational analysis by observing and analyzing schedules, service patterns, equipment manipulation and run assignments
- Assist with maintaining and updating inventory of bus stops, geo-coordinates, amenities, and use reasoning skills to identify and correct data as needed
- Perform other duties as directed

REQUIREMENTS TO PERFORM WORK

Knowledge of:

- Proper usage of the English language
- Above average communication skills, both written and verbal
- Excellent working knowledge of Microsoft Office Suite, particularly Excel experience
- Proficient math skills
- Mathematics, data collection, spreadsheet, and spatial analysis skills
- Preparing written correspondence and reports including tables and quality graphics
- Knowledge of DCTA's system preferred

Ability to:

- Prepare draft reports requiring analytical skill
- Compose general correspondence and letters
- Compile and maintain records and prepare reports
- Establish and maintain effective working relationships with those contacted in the course of work
- Understand and follow oral and written instructions
- Speak effectively and secure the cooperation of others in a joint course of action
- Work independently and manage projects with limited supervision
- Communicate effectively, verbally and in writing
- Read and understand complex documents
- Express ideas using creative approaches
- Analyze operating data, identify issues, and recommend appropriate solutions
- Work independently, self-starter using strong organizational and time management skills
- Develop, read, and interpret rules, policies, and procedures
- Maintain tact, poise, and professional demeanor in the workplace and with the public

The ideal candidate will:

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

EDUCATION AND EXPERIENCE (Any equivalent combination of education and experience)

Associate or Bachelor Degree from an accredited college or university with major course work in business administration, or related field. Minimum of two (2) years of progressively responsible experience involving the government, nonprofit, or in similar operating environment. Public Sector experience preferred.

Special Requirements: Hold a current valid Texas Driver's License or have the ability to obtain one upon entry hire. Public Sector purchasing certification from nationally recognized professional organization preferred.

PHYSICAL ACTIVITIES: Physical activities include, but are not limited to: on a continuous basis, sitting at a desk for long periods of time; intermittently twisting and reaching for office equipment; writing or using keyboard to communicate through written means; occasionally running errands; lifting light weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion when using computer keyboard and/or 10-key calculator; and seeing and hearing to conduct work.

Additional perks and benefits that accompany full-time employment with DCTA:

- Telecommuting options available, if suitable for your position.
- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e. 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- One 8-hour paid day off for your birthday.
- Employee portions of Medical and Dental benefits are 100% paid by the employer.

- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- Regional transit passes (bus and rail) for you and your immediate family.
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency.