

**JOB TITLE:** Manager of Mobility Services  
**DEPARTMENT:** Mobility Services  
**REPORTS TO:** AVP of Innovation and IT  
**LOCATION:** Lewisville, Texas  
**SALARY GRADE:** 104  
**SALARY RANGE:** DOQ (\$57,939.00 - \$72,423.00 annually)

**LAST REVISION DATE:** 03/2022  
**FLSA:** Exempt  
**EEO:** Professional

### **PURPOSE OF JOB**

Responsible for managing the Mobility as a Service (MaaS) program to expand transit options beyond traditional public transit service models, including researching, designing, managing, and implementing the provision of alternative transit service delivery programs. Builds DCTA's reputation as an innovator and thought leader in the public arena regarding the future of transportation. Identifies opportunities for, develops, and implements collaborative, interdependent mobility partnerships with other public and private sector solution providers.

This position performs program management and provides technical oversight of systems used in the delivery of transit services, performs contract management, financial planning; assists with budget development and monitoring; conducts contract, inventory, and compliance audits; reviews business processes and standard operating procedures and makes recommendations; controls/monitors contractor's schedules and costs to ensure adherence to established standards and methods within authorized limits. Communicates and works with key stakeholders, community members and the public. Analyzes and evaluates existing and proposed passenger operations and performs other duties as assigned.

### **ESSENTIAL FUNCTIONS**

- Meets with key internal and external stakeholders and the general public regarding DCTA transit operations and new services. Present ideas to key stakeholders to gain support for projects that improve mobility and accessibility within the service area. Serves as liaison to key clients and member/contract services customers.
- Participates in the development of financial models, participates in the development of the programs and department budget. Ensures adherence to annual budgets for multiple contracts.
- Develops and monitors MaaS operations, integration of various MaaS programs and frequently works within Software as a Service (SaaS) platforms.
- Develops and manages operating and financial data and reports and presents information to DCTA senior management and board members.
- Oversees contractor scope, authorization levels, and implements and manages contract controls to ensure contractor conforms to expected deliverables, standards, and terms.
- Meets with contractors to monitor Key Performance Indicators, verifies invoices from vendors, contractors, consultants, and performs analysis and develops reports.
- Performs periodic audits of contractor functions to ensure quality service and contract compliance.
- Participates in the preparation of contract documents and procurements required to support MaaS operations.
- Frequently develops presentations and speaks at public events and Board meetings as necessary.
- Coordinates with service contractor(s) to ensure adequate vehicle, operator, and/or resource availability for current and planned alternative transportation operations.
- Interacts with and interprets feedback from customer service teams to ensure the satisfaction of customers. Serves as an escalation point for resolving customer service issues with MaaS contractors.
- Serves as subject matter expert regarding MaaS technologies related to the department and assists other users. Analyzes and researches advances in scheduling, dispatching, and customer service software, consults with staff to determine the need, functionality, and cost-effectiveness of new or modified software applications.

- Participates in contract development and post-award management, develops requirements for goods and services including proposed scope of work/specifications, evaluation criteria, and pricing schedules; performs administration of contracts to ensure that contract requirements are met and performed in a timely manner.
- Assesses the condition of systems, processes, and resources related to MaaS activities and functions; plans and implements process improvements and new service models to include process flows, documentation, training, and supporting systems, tools, and equipment; maintains awareness of new trends and developments in the fields related to areas of assignment; incorporates new developments as appropriate, ensures processes, policies, and practices are interpreted and applied consistently and effectively.

## **REQUIREMENTS TO PERFORM WORK**

### ***Knowledge of:***

- Knowledge of transit operations, procedures, and industry practices is desirable. Knowledge of the Americans with Disabilities Act (ADA) and its application is preferred.
- Experience working with SaaS applications is required. Experience working with a variety of end-users for applications is strongly preferred.
- Knowledge of data analytics, with skills in excel, data manipulation tools, and data visualization. Must be able to make data driven decisions/recommendations and demonstrate subject knowledge supported by data in public meetings.
- Familiar with the transit and mobility marketplace, and able to anticipate trends and make recommendations
- Experience with contract management and working directly with vendors to identify solutions and solve problems that arise.
- Knowledge of exceptional customer service skills and conflict resolution.
- Knowledge of principles and practices of program development and contract administration, with an understanding of contractual relationships for consultants, contractors, and third-party service providers.
- Knowledge of program/project management techniques and principles.
- Exceptional interpersonal skills to communicate effectively and sensitively with all levels of supervisory and non-supervisory employees; a politically, economically, and culturally diverse work force; and represent DCTA to the community, government entities, vendors, contractors, and others both inside and outside of DCTA.
- Must have excellent oral and written communication skills, with the ability to effectively communicate with customers, staff and contractors and the ability to handle daily challenges and adjust to adversity.
- Must have problem-solving abilities, organizational skills and excellent presentation skills.
- Experience with word processing, spreadsheet and project management software packages.
- Knowledge of general business and accounting principles and practices.
- Microsoft Office suite, including Word, Excel, Outlook, PowerPoint is required. Flexibility to work across vendor and stakeholder's technologies.

### ***Ability to:***

- Organize work around broad organizational goals and processes under minimal direction.
- Work in a dynamic environment, under stress, and with frequent interruptions that requires the incumbent to be sensitive to change and responsive to changing goals, priorities, and needs.
- Ability to find a solution for or be proactive in working out solutions.
- Ability to interact positively with a variety of personalities internally and externally.

- Ability to understand, interpret, apply, and follow detailed transportation related laws, regulations, processes, policies, and procedures.
- Communicate clearly, concisely and effectively, both orally and in writing, with all internal and external stakeholders, including the general public;
- Understand, interpret, and apply laws, rules, policies, procedures, budgets, contracts, and labor/management agreements;
- Apply collaborative work strategies and gain the cooperation of employees at all levels of the organization.
- Schedule and organize tasks to meet aggressive program schedules; and
- Perform a wide range of complex work assignments.

***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)

- Bachelor's degree in Transportation, Business Administration, Public Administration or in a discipline related to operations management, or an equivalent combination of technical training and experience in administration or program/project management, operations management, training and development, and customer service.
- Minimum of three (3) years progressively responsible related experience equivalent to the scope of assigned projects or a combination of education and experience.

***Special Requirements:*** Hold a current valid Texas Driver's Licenses or have the ability to obtain one upon entry hire.

**PHYSICAL ACTIVITIES:** Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; lift moderate weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using a computer keyboard; talking and hearing when dealing with customers; and observation of transit projects and operations during field 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.