



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

LAST REVISION DATE: 06/2019
FLSA: Exempt
EEO: Professional

PURPOSE OF JOB

This position performs program coordination and assistance with researching, designing and implementing systems used in the delivery of transit service that extends beyond the traditional public transit service models. Strong customer service and organizational skills are necessary to assist with contract administration tasks, budget monitoring and working with key stakeholders, community members and the riding public. This position requires someone with the ability to review current business processes and standard operating procedures and make necessary recommendations and adjustments as well as monitor contractor's schedules and costs to ensure adherence to established standards and methods within authorized limits. This position will also analyze and evaluate existing and proposed mobility services and perform other duties as assigned by the Manager of Mobility Services.

ESSENTIAL FUNCTIONS

- Assists with communications between key clients, member and non-member cities.
- Communicates with vendors, operators, and customers regarding Mobility Service offerings.
- Assists with outreach events as necessary.
- Assists with reporting of operating data, financial data and ridership information.
- Participates in procurements required to support Mobility Services and contract operations.
- Assists in the analyses and evaluation of the status and forecasts of project activities as compared with time, cost, and quantity criteria to ensure completion of the project on-time and within budget.
- Assists with the evaluation of and responding to customer, board member, and public requests for alternative transit services.
- Maintains frequent contact with current software vendors to ensure that software applications are functioning properly.
- Monitors contractors to ensure activities are consistent with Agency policies and that customer concerns are addressed properly and promptly.
- Provides support to the Transit Operations Department and Agency on matters as directed; serves as staff on a variety of committees as directed; and prepares staff reports.
- Assists in the preparation of documentation required to operate Mobility Services, including Standard Operating Procedures, Policies, etc.
- Performs weekly/monthly billing and receiving functions for all Mobility Service related contracts.
- Performs other duties as assigned.

REQUIREMENTS TO PERFORM WORK

Education & Experience: (Any equivalent combination of education and experience)

- Associate's or Bachelor's degree in Transportation, Business Administration, Public Administration or in a discipline related to operations management. Minimum of 2 years related experience. Any combination of experience, training and/or education that provides the required knowledge, abilities, and skills may substitute for the required education.

Special Requirements: Hold a current valid Texas Driver's License or have the ability to obtain one upon entry into the position.

Knowledge of:

- Knowledge of transit operations, procedures, and industry practices is desirable. Familiarity with the Americans with Disabilities Act (ADA) and its application is preferred.
- Knowledge of exceptional customer service skills and practices.
- Experience developing policies and procedures.
- Experience with implementing and working with enterprise software applications is desirable.
- Exceptional interpersonal skills to communicate effectively (orally and in writing) 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.
- Exceptional organizational and time management skills, the ability to focus on results, to analyze data, and to plan, develop, and implement formal work plans.
- Microsoft Office suite, including Word, Excel, Outlook, and PowerPoint

Ability to:

- Work independently to perform a variety of functions and manage multiple projects at one time with changing priorities to meet established deadlines;
- Work in a dynamic environment, with minimal direction, under stress, and with frequent interruptions that requires the incumbent to be sensitive to change and responsive to changing goals, priorities, and needs;
- Demonstrate a professional level of expertise and use of high level of discretion and judgement in execution of duties;
- Interact positively with a variety of personalities internally and externally;
- Formulate training policies and programs based on knowledge of identified needs, company processes, business systems, or changes in service or procedures;
- Communicate clearly, concisely and effectively, both orally and in writing, with all internal and external stakeholders, including the general public;
- 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.
- Have 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.
- Possess excellent customer service skills to create a positive rapport with customers, clients and vendors.

PHYSICAL ACTIVITIES

Physical activities include, but are not limited to: on a continuous basis, sitting at a desk for long periods of time; researching information both in written form and on the computer; using a computer and monitor for long periods of time; intermittently twisting and reaching office equipment; writing or using keyboard to communicate through written means; lifting moderate weight; reaching above the waist, and reaching below the waist; repetitive motion and fingering when using computer keyboard; and talking and hearing when dealing with internal and external

customers. The essential functions of this position require the daily use of a computer, telephone, and calculator. The essential functions of this position are performed in an office environment.

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

- Telecommuting options available, up to three days a month, after successful completion of your six-month probationary period and 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.
- 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.