



Montachusett Regional Transit Authority
Job Description

Position Title: Mobility Manager

Department: Administration

Reports to: Assistant Administrator

Revised Date: 2/10/22

Employment Status: Full-time 37.5 hours per week, at minimum

Comp Grade: 9

Work Hours: 8:30 AM to 4:30 PM with flexibility due to evening and night meetings

FLSA: Exempt

Supervisory Responsibilities: N/A

Position Summary:

The Mobility Manager serves the public by working to enhance and promote regional mobility in the greater Montachusett region and to increase awareness of MART's services and by planning and shaping transit programs to increase ridership and to reach unserved or under-served populations to grow targeted markets. This position is responsible for improving business and community support for public transit and conducts community outreach and project coordination focused on public transportation services to the residents in MART's twenty-three (23) towns and cities including low income, older adults, people with disabilities, individuals needing transportation solutions and workforce development.

Essential Functions/Position Responsibilities:

- Develops and directs the design, production, and distribution of specific marketing materials on available transit services directed at employers, employees, human and social service agencies, employment agencies and other entities
- Plans and coordinates special promotional events and activities related to general public transportation
- Identifies unmet transportation needs through community outreach activities and documents unmet needs to assist with transit planning and service development to address those needs
- Function as a community transportation advocate promoting accessible, affordable public transportation options, as well as to assist with individual agency transportation needs
- Facilitates with regional and municipal agencies, advocate groups agencies to build relationships, trust, and consensus for a productive transit system
- Prepares correspondence, service information packages and/or presentations to community groups, public and private agencies, service stakeholders, businesses, and operations staff
- Evaluates and updates available transportation resource information including resource manuals, brochures, and online communications
- Monitors and identifies specialized and public transportation issues and makes recommendations to resolve transportation services including safety issues

When duties and responsibilities change, the employee may be asked to perform other duties as required and as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.

Qualifications:

- Bachelor’s Degree or formal preparation equivalent to a four-year program and 2+ years of relevant prior experience and/or training; or equivalent combination of education and experience that results in the demonstrated competency to perform the work
- Proficient in the use of computer programs such as Microsoft Outlook, Word, Excel, Publisher and PowerPoint
- Valid Unrestricted Driver’s License

Skills:

- Effective oral, written and listening skills
- Proficient in English with the ability to effectively communicate with diverse internal and external individuals and agencies with demonstrated skill in building rapport, consensus and trust providing specialized information and/or recommendations to others regarding area of expertise
- Must demonstrate strong personal interaction capabilities, using patience and tact under stressful conditions involving service complaints, employee performance issues along with overall coordination, analysis, and retention of information and data which requires computation capabilities
- Ability to apply program management skills, talents, and project organization skills to oversee and execute assigned programs; previous experience with transportation planning, along with previous experience working with or in aging services, seniors, low-income individuals or peoples with disabilities, highly desired
- Must be self-sufficient, organized, timely, proactive and a self-starter
- Strong presentation skills to conduct community transportation meetings and conference presentations
- Ability to multitask in a demanding environment and promptly alter focus as daily priorities change
- Experience with collecting data and producing reports
- Ability to adapt to change, meet the changing demands of the work environment, any delays or other unexpected demands
- Dependability to follow instructions, as well as to take responsibility for own actions
- Ability to work well as part of a team
- Attention to detail
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude
- Familiar with the North Central Massachusetts region

Working Environment and Physical Demands

Works primarily in a typical, climate controlled office environment. But also attends frequent external off-site meetings and/or workshops (drive or commute), as well as community outreach events some of which may be outside in late summer months and requires standing at booth/table communicating with the public.

PHYSICAL REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
Ability to work closely with diverse group of people			X	
Regular, predictable attendance				X



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Ability to sit for extended period				X
Use of hands and fingers to operate telephone and computer				X
Moderate noise		X		
Hearing				X
Dusty Environment	X			
Exposure to Fumes/Odors	X			
Exposure to Heat/Cold Temps	X			
Climbing Stairs		X		
Walking	X			
Stress				X
Standing		X		
Stooping		X		
Bending		X		
Climbing Ladder	X			
Twisting Neck		X		
Reaching/Pulling/Pushing		X		
Lifting 10 lbs. or less		X		
Lifting 40 to 50 lbs.	X			
Driving		X		
Specific Vision Abilities- close vision due to computer work				X
Color Vision – Ability to identify and distinguish colors				X
COGNITIVE REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)

Communication Oral			X	
Communication Written				X
Interpreting Skills			X	
Implementing				X
Evaluating			X	
Organizing				X
Consulting			X	
Analyzing				X
Presenting			X	
Supervising		X		
Ability to Deal with Stressful situations				X
Ability to Deal with Trauma, grief, death	X			
Ability to deal with Public Contact				X
Decision making			X	
Work with Others			X	
Work Alone			X	
Concentration				X
Comprehend and follow instructions				X
Relate to Others				X
Influence Others				X
Perform complex or varied tasks				X

Special Comments:

Manager Signature: _____ **Date:** _____

Human Resources Signature: _____ **Date:** _____

Printed Employee Name: _____

Employee Signature: _____ **Date:** _____