



# Mobility Services Manager

**Salary:** \$2,758.19-\$3,992.89 (bi-weekly)  
Excellent benefits

**Posting Date:** April 11, 2017  
**Filing Deadline:** Open until filled

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## **JOB SUMMARY**

This position plans, implements, coordinates, monitors and evaluates specialized MST transportation programs and services for seniors, veterans, and people with disabilities.

## **ESSENTIAL FUNCTIONS**

Participates in and makes presentations at local, state, and national conferences and other forums related to specialized and coordinated transportation, taxi regulation, and IT applications related to the ADA and accessibility. Develop and refine the Mobility Department's online customer and vendor database (MARS) to facilitate access to information by Department staff when access to MST servers is unavailable. Maintain Department's website. Liaise with local providers, agencies and advocacy groups to coordinate transportation options for individuals with disabilities, seniors, veterans, and low-income county residents. Collaborate with MST's Marketing Department on the development of all public facing materials to include; Brochures, Passenger Handbooks, A/V, and other materials that are aimed at educating the public about Mobility Department services and how to use them. This may include public presentations and appearances on local radio and TV outlets. Supervise, and coordinate work with the Mobility Services Coordinator to assure that daily activities are consistent with MST and departmental objectives and priorities, and provide material support for departmental staff and activities. Author and monitor departmental policies and standard operating procedures to assure they comply with State and Federal requirements. Assure complaints and appeals are processed in accordance with all applicable regulations and "best practices". Coordinate with other MST department managers and Department Heads to assure Mobility Department activities are congruent with overall agency objectives and activities. Provide statistical analysis and program evaluation to assure that departmental resources are used to maximum benefit for targeted demographic.

## **KNOWLEDGE, SKILLS & ABILITY**

Knowledge of; Federal and State transportation programs and funding sources, concepts and best practices in coordinated transportation/mobility management, and Department of Transportation ADA regulations to include Paratransit service criteria and ADA regulatory requirements. Able to create and maintain good working relationships through excellent communication skills; including the ability to engage successfully with both internal and external contacts and the public. A professional level of expertise in multiple areas and demonstrated use of high level discretion and judgment in execution of duties is preferred. Ability to manage and maintain simultaneous, transitional, and emerging priorities. Ability to operate a computer and Microsoft Office Suite programs. Ability to operate standard office equipment, including a fax and scanner machine, copy machine, and telephone.

## **MINIMUM QUALIFICATIONS & REQUIREMENTS**

Attainment of four year degree from accredited college or university; or two year degree from an accredited community college plus two years related experience and/or training; or equivalent combination of education and experience in transportation and/ or Social Services background and/or management of a non-profit corporation or contracts thereof. Possession of a California Drivers License, CPR / AED Certification preferred.

## **FILING**

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other segments of the selection process. Applications may be obtained from our Administrative Offices, 19 Upper Ragsdale Dr. Suite 200 Monterey; the Salinas Transit Center, 110 Salinas Street, Salinas; or by visiting MST online at <http://www.mst.org>. **SUBMIT COMPLETED APPLICATIONS TO:** Monterey-Salinas Transit, Attn. Human Resources, 19 Upper Ragsdale Dr. Suite 200, Monterey, CA 93940. Applications must be submitted with a DMV printout form H6 or K4. Resumes will not be accepted in lieu of a completed application.

## **ADA**

Candidates who qualify under protection of the Americans with Disabilities Act, and require a reasonable accommodation for applicant testing and/or examination, should notify the MST Human Resources at least one week prior to being scheduled for assessment.

**EQUAL OPPORTUNITY EMPLOYER / AFFIRMATIVE ACTION EMPLOYER**