

JOB DESCRIPTION

PROGRAM: **Transportation Program**

JOB TITLE: **Mobility Specialist**

PAY GRADE: **5**

JOB SUMMARY

Delivering essential transportation services within STEP's Independent Living Pathway to Success, the Mobility Specialist is responsible for fostering a mobility-planning atmosphere that finds solutions for customers to overcome barriers to transportation and contributes to STEP's revenue stream by processing reports relating to system operations such as determination letters, no shows, mileage, and fixed route reimbursements. This position must also ensure that customers are aware of varied accessible transportation options, analyze the customer's transportation needs, utilize the most appropriate and cost-effective form of transportation services. This position is responsible for developing and compiling statistical reports, data entry, and working within deadlines. This position is responsible for analyzing both "day before" and "day after" trip reports to ensure proper assignment of funding sources. The Mobility Specialist is responsible for providing staff support in coaching and education for the specialized customer needs. Assists in conducting outreach events within the community and other departments at STEP, assisting with the delivery of presentations to groups, facilitating and attending small group meetings or information sessions for community advocacy, and completing special projects relating to mobility and mobility planning as assigned by the Transportation Director.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Transportation Program Director

MINIMUM QUALIFICATIONS

- ☐ High School diploma or GED certificate;
- ☐ Two years of experience in mobility, customer service, or human services;
- ☐ One year of data entry and reporting experience with automated management information systems;
- ☐ Strong communication skills including listening, understanding, informing, and speaking;
- ☐ Strong proofreading skills;
- ☐ Computer training and/or documented proficiency with word processing, spreadsheet, and database software; experience with and/or training in Microsoft Office products including Word, Outlook, Access, Excel, and Internet Explorer; and,
- ☐ Previous work experience with shared-ride transportation sponsorship eligibilities is preferred.

SPECIAL JOB REQUIREMENTS

- ☐ Upon conditional offer of employment, the individual shall submit to a pre-employment substance abuse test in which the results are confirmed negative; and,
- ☐ As part of on-going employment, complies with all federal and agency alcohol and substance abuse policies and regulations that apply to safety-sensitive positions, including required substance abuse testing and reporting.

GENERAL REQUIREMENTS

- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and

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FBI Clearance current within 90 days of employment; and a Motor Vehicle Record check; and,

- ☐ Physical ability to perform essential job functions without any health restrictions including the ability to sit or stand for long periods of time, lift and carry up to twenty pounds, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges, and a clear speaking voice;
- ☐ Flexibility to work altered and non-traditional work schedules as assigned; and,
- ☐ Participation in job-related trainings, as assigned.

SPECIFIC DUTIES

- ❖ Achieves the STEP Transportation's mission by fostering and promoting a positive mobility-planning atmosphere for our customers; establishes and maintains customer and community relationships;
- ❖ Reviews trips for the purposes of ensuring accuracy of funding source assignments;
- ❖ Meets all requirements by ensuring compliance with provisions of Transportation Program instructions, regulations, and other designated agencies;
- ❖ Maintains (accurate, timely, and according to regulations) mobility processes by documenting customer service feedback and completing monthly/periodic reports as required;
- ❖ Serves as a primary contact for complex questions and concerns of customer's special needs by initiating good customer service skills to acknowledge and respond to external and internal customers by telephone, fax, e-mail, letter, or face-to-face interactions with knowledgeable and resourceful solutions for mobility planning that take into account the customers transportation needs, eligibility for various programs, and current situation;
- ❖ Assists in conducting outreach events within the community and other divisions, delivering presentations to groups, facilitating, and attending small group meetings or information sessions for community advocacy, and completing special projects relating to mobility and mobility planning as assigned by the Transportation Director or Assistant Transportation Manager;
- ❖ Supports staff by taking and confirming telephone reservations, scheduling transportation for single or standing order individual trips and group trips;
- ❖ Achieves positive customer experience by looking for solutions for clients to overcome barriers to transportation;
- ❖ Achieves Transportation's financial goals by understanding the various programs for special needs clients and ensuring that the Program is meeting the required criteria for reimbursement;
- ❖ Completes record keeping and documentation by documenting procedures and decisions; maintaining required documentation, inputting and maintaining computer applications, and forms;
- ❖ Compiles or assists Transportation Director in preparing statistical reports and other information as required;
- ❖ Maintains trust, confidence, and a positive image of the organization by keeping information confidential and disclosing only on a need to know basis; ensuring high ethical standards for self; and using good customer service skills with both internal and external customers;
- ❖ Ensures communication by reviewing critical incidents, exceptions to policy and/or goal achievement with the Transportation Director;
- ❖ Maintains professional and technical knowledge by attending educational classes/workshops;
- ❖ Maintains detailed knowledge of service, mobility programs, and STEP procedures and systems;
- ❖ Performs data entry and related support to the Transportation Program; monitors work for

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completeness and accuracy; performs data entry and generates reports to meet prescribed deadlines;

- ❖ Interprets Program guidelines and funding source eligibility;
- ❖ Ensures appropriateness, completeness, and accuracy of customer eligibility documentation;
- ❖ Educates customers as to the various transportation cost sponsorship(s) and related guidelines;
- ❖ As necessary, completes and distributes payment voucher forms to customers using their personal vehicles for Program-eligible transportation, verifies initial customer eligibility using the appropriate verification system, and creates and completes all tracking logs;
- ❖ When appropriate, verifies eligibility of each entry by verifying eligibility of the customer on the day of service (using the appropriate verification systems) and the actual occurrence of the service with the medical needs professional; verifies mileage and other figures for accuracy; when complete, submits to Program Director for approval;
- ❖ Verifies customer eligibility, for out-of-service area trips, using the appropriate Department of Human Services verification system and the actual occurrence of the service with the medical needs professional; appropriately files related paperwork; creates and completes all tracking logs;
- ❖ Generates accurate assigned monthly reports and other reports as needed;
- ❖ Completes data entry in an accurate and timely manner;
- ❖ Follows established Transportation and agency procedures and secures all necessary documentation;
- ❖ Enters or records customer data into the computer system or into written formats;
- ❖ Reconciles daily control and end-of-month reports to verify accuracy and makes necessary corrections; checks for accuracy and makes any necessary data revisions;
- ❖ Answers telephone or other Transportation Program inquiries, as needed;
- ❖ Makes recommendations, and attends staff meetings or trainings;
- ❖ Assists in the production or dissemination of Transportation information and material; and,
- ❖ Contributes to team effort by performing other assigned duties as needed; maintains cooperative relationship with coworkers and management by communicating necessary information, responding to requests, building rapport; and participating in problem solving methods.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Writing, editing, and communicating including knowledge of English grammar, spelling, and punctuation, with the ability to read and write reports, memos, and develop presentations;
 - Geographic area served;
 - STEP Transportation Program's operations and transportation cost sponsorship criteria;
 - Procedures, policies, and protocols of PennDOT's Shared-Ride, Medical Assistance Transportation (MATP), Welfare-to-Work, and Rural Transportation for Persons with Disabilities (PwD) Programs;
 - Ride sponsorship eligibility standards;
 - Microsoft Excel and its functionality, and other Microsoft Office Suite programs, including but not limited to Word, Outlook, and Access components; and,
 - Type, organization and use of standard office files, logs, forms, and letter formats and the recording, filing, and retrieving of the same.
- ❖ Skill in the following:

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- Interviewing to gather information and process pertinent customer data;
 - Utilizing spreadsheets to design and report on Program activities;
 - Using a computer system, including media, keyboard, mouse and printer, and in the operation of software;
 - Using and routing electronic mail and correspondence, using the Internet for information mining, and using operating systems for computer navigation and document management;
 - Oral communication skills to effectively interact with a variety of people such as customers, staff, and the public;
 - Using a keyboard to process information into written or electronic form; and,
 - Processing and organizing various types of data and information into both written and electronic formats.
- ❖ Ability to perform the following:
- Organize, prioritize, and establish schedules to accomplish program goals and meet deadlines;
 - Analyze data for the purpose of continuous Program and customer service improvement;
 - Enter data into customized or proprietary software, and produce reports requested or required;
 - Listen actively, collect information, learn from asking questions, analyze situations, solve problems, and deal with a variety of changing situations in a timely manner;
 - Understand customer needs and exercise sound judgment in appraising those needs and directing customers to appropriate service to meet their needs;
 - Establish and maintain effective working relations with customers and staff to gain information and support in accomplishing goals and fostering a positive work environment;
 - Understand public transit systems operations and service areas;
 - Be self-motivated and results oriented to accomplish objectives;
 - Demonstrate respect for, interact courteously with, and respond with sensitivity to individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
 - Communicate effectively in writing and speaking; ability to communicate effectively with individuals and large groups;
 - Assist customers in making informed transportation choices;
 - Project a positive and professional image;
 - Effectively utilize a Windows-compatible computer to facilitate communication and track Program information;
 - Keep clerical records and perform basic arithmetic calculations accurately;
 - Understand and maintain effective working relationships with staff, partnering agencies, businesses, customers, and the public;
 - Understand, and follow or provide, oral and/or written instructions, some of which may include multi-faceted procedures, and to work independently of direct supervision;
 - Collect, organize, and process information for requested reports;
 - Transfer information accurately from one source to another;
 - Proofread the straight transfer of information for accuracy and to initiate corrective action;
 - Think creatively and to work cooperatively with program staff and outside agencies to promote and improve services; and,
 - Maintain confidentiality at all times.