

MASS TRANSPORTATION AUTHORITY

JOB DESCRIPTION

POSITION: MOBILITY NAVIGATOR

CLASSIFICATION: ADMINISTRATION

GRADE LEVEL: ONE – FOUR

SCOPE OF RESPONSIBILITIES:

The Rides to Wellness Mobility Navigator is responsible for transportation coordination between MTA and other transportation service providers and organizations with the intent of expanding the availability of health and wellness-related transportation services. The Mobility Navigator will work to improve transportation mobility by developing and implementing person-centered or client-based approaches to customer service in the effort to research, understand, solve, and respond to the needs of individuals with specialized transportation needs.

SUPERVISED BY: DIRECTOR OF RIDES TO WELLNESS

PRINCIPAL RESPONSIBILITIES:

- Coordinate Rides to Wellness efforts related to understanding, researching, solving, and responding to customers with specialized mobility needs
- Act as a mobility navigator to coordinate transportation services among multiple service providers and funding agencies to assist customers with specialized transportation needs
- Develop person-centered transportation plans to match a customer's unique travel needs with existing community/regional resources
- Build strategic relationships with a variety of internal and external partners that provide, purchase, fund, plan and/or coordinate transportation services
- Coordinate transportation information requests and transportation service referrals
- Provide direction in aligning mobility management services with community needs
- Handle all aspects of determining eligibility of customers
- Answer Rides to Wellness phones and/or respond to emails to assist the public and other agencies in matters relating to program
- Coordinate with entities/organizations, as assigned, to act as a point of contact for the Rides to Wellness program
- Work closely with transit operation staff and supervision to identify and implement improvements to transportation services
- Occasionally represent MTA at meetings with transportation stakeholders to address community needs and resources
- Prepare and file complete and accurate reports as required by state and federal grants
- Prepare mobility management and statistical reports

- Analyze data and prepare reports relative to transportation mobility projects
- Prepare and administer transportation surveys and analyze data to ensure customer satisfaction
- Perform other such duties as assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each principal responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the principal responsibility.

- Knowledge of transportation and community resources.
- Ability to be creative, flexible, self-motivated, organized, and quality and service oriented.
- Excellent computer skills; working knowledge of Microsoft software (e.g., Word, Excel, PowerPoint).
- Dependability and punctuality.
- Exceptional organizational skills; must be detail oriented and able to simultaneously work on multiple tasks.
- Excellent oral and written communication skills.
- Excellent customer service and people skills.
- Familiarity with state and federal funding parameters/requirements.
- Ability to think independently, make decisions, and act on those decisions.

EDUCATION, EXPERIENCE, EMPLOYMENT REQUIREMENTS:

- Associates degree from an accredited college with a focus on Social Work and/or Human Services, or a related field.
- One (1) - two (2) years of experience coordinating, organizing, and/or implementing community programs or working in the healthcare field, preferred, but not required.
- One (1) - two (2) years of experience in customer service, training, educational outreach.
- Experience working with older adults and/or individuals with disabilities.
- A valid Michigan Driver's License
- Ability to pass a Department of Transportation (DOT) physical and drug screen; criminal background and reference checks; and complete health screening, including TB test, flu vaccination, and first aid training.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the principal responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the principal responsibilities.

Typical of an office environment.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the principal responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the principal responsibilities.

Typical of an office environment.

SALARY: Determined based on education and experience.

APPLICATION DEADLINE:

Resumé and cover letter required with application. Applications will be accepted until the position is filled. Apply in person at the MTA Administration Building, 1401 S. Dort Hwy., Flint **OR** any MTA location. Submit resumes to jobs@mtaflint.org. MTA is an equal opportunity employer.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.