



Mountain Mobility Transportation Specialist Job Description

Department: Transportation Resource Center
Reports to: Mountain Mobility Manager

General Statement of Duties

The primary purpose of this position is to provide transportation assistance and/or customer service to residents of Buncombe County either in person or by phone. This position will screen customers for information, gather data, explain services and programs, interpret grant funding regulations and be able to articulate them to the general public; will be able to make appropriate referrals and will be proficient in retrieving client files and answering pertinent questions regarding transportation service. Position will perform duties as a representative of a public agency and is subject to high standards for personal and professional conduct.

Distinguishing Features of the Class

This position is responsible for working with customers either in person or by phone and performing a variety of administrative, clerical, records processing, data entry, and program assistant support duties. In cases of a new passenger, the worker must ask appropriate questions to determine eligibility for a number of grant-funded services, assess customer needs and answer questions in a friendly, courteous, caring way. Complexity of subject matter is substantial for this position as worker is responsible for evaluating, interpreting and explaining Mountain Mobility transportation services, policies and procedural guidelines. Employee may encounter a variety of problem situations and must independently determine appropriate course of action. Skill is required for operating advanced computer programs for client database management and transit vehicle trip verifications (RouteMatch or similar program). Judgment and initiative is required in applying the appropriate guides for handling work and justification for deviation procedures. Work is performed under general supervision of the Transit Program Manager and is evaluated through discussion, reports, and feedback from citizens and/or groups served. Employee must always present a positive image of both Land of Sky Regional Council, Buncombe County and Mountain Mobility.

Duties and Responsibilities

Essential Duties and Tasks

- Strong analytical and problem solving skills required.
- Screen customers for information and gather data.
- Trip verification and data analysis in RouteMatch.
- Database management – enrolling passengers, updating information, using reports to verify data.
- Explain services and programs and interpret guidelines and policies.
- Customer service and answering phones.
- Be willing to give presentations to service agencies and other appropriate audiences regarding transportation related issues, Mountain Mobility policies and procedures, etc.
- Attend community meetings as required.
- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Excellent Customer service
- General knowledge of the eligibility requirements of numerous community transportation grants and program services.
- General knowledge of transportation operations and administrative functions including billing and accounting process and requirements.
- General knowledge of the needs and services for elderly and disabled citizens.
- Working knowledge of computers, word processing and spreadsheet software and ability to learn and efficiently use complex, specialized transportation software, to enter data and maintain a database and retrieve reports.
- Attention to detail and ability to accurately enter data into spreadsheets and online databases.
- General knowledge of office practices and procedures.
- Ability to work effectively with special populations.

- Tact and courtesy when answering the phones.
- Ability to work independently and to multi-task and determine priorities within workload.
- Ability to use sound judgment in performing work.
- Ability to develop and maintain effective working relationships with citizens, coworkers, peers and supervisors.
- Ability to communicate effectively in oral and written forms.

Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

Physical Requirements

- Must be able to perform the basic life operational skills of talking, walking, lifting, reaching, standing, fingering, feeling, hearing and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally and/or 10 pounds of force frequently to lift, carry, push, pull or otherwise move objects.
- Must possess the visual acuity to prepare data and statistics, to operate a computer, and to read extensively.

Desirable Education and Experience

- Two-year degree from a community college or technical school with an associate degree in a human services field; or an equivalent combination of training and transportation related experience.
- Familiarity with disability and ADA issues

Special Requirements

- Driver's License is usually required and specialized certifications may also be required of individual positions.

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