

# **City of Jonesboro Mobility Manager Job Description**

**Exempt:** No  
**Department:** Transit Department (JETS)  
**Reports To:** Transit Director  
**Location:** JETS Administrative Offices  
**Date Prepared:** April 30, 2010  
**Date Revised:** May 04, 2010

## **GENERAL DESCRIPTION OF POSITION**

The purpose of this position is to assist in the coordination of transportation services for low income persons, the elderly, & persons with disabilities who reside in the region served by the Jonesboro MPO and to help the partner agencies collaborate in training, resource procurement, vehicle maintenance, and other functions allied to the common purpose whenever such collaboration is feasible and appropriate. Responsibilities include: meeting with users and providers of transportation and human service organizations; maintaining service to clients under the established coordinated transportation plan; developing transportation resource materials; maintaining records; submitting reports; and conducting community outreach.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Providing service to clients under the established coordinated transportation plan. This duty is performed daily, about 25% of the time.
2. Contacting/meeting with users and providers of public transit and human services transportation. This duty is performed daily, about 20% of the time.
3. Maintaining records. This duty is performed daily, about 15% of the time.
4. Submitting reports. This duty is performed daily, about 10% of the time.
5. Coordinating required training, resource procurement, vehicle maintenance, and other allied functions. This duty is performed weekly, about 10% of the time.
6. Conducting community outreach. This duty is performed monthly, about 10% of the time.
7. Developing transportation resource materials. This duty is performed monthly, about 10% of the time.
8. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

High school, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 to 11 months related experience and/or training. Or equivalent combination of education and experience.

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

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None.

## **SUPERVISORY RESPONSIBILITIES**

None.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

## **CRITICAL THINKING SKILLS**

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

## **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

## **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

## **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

## **MENTAL DEMAND**

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

## **ACCURACY**

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the

organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

None

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

None

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Spreadsheet, Word Processing/Typing

Basic: Database, Presentation/PowerPoint

## **ADDITIONAL INFORMATION**

Not indicated.

## **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ENVIRONMENTAL CONDITIONS**

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

The noise level in the work environment is usually moderate.