

MOBILITY MANAGEMENT COORDINATOR

488-D

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for implementing and coordinating county-wide demand response scheduling along with monitoring customer satisfaction of all agencies receiving Mobility Management services. The position also entails planning and managing account keeping, checking, coding and clerical activities as well as supervising employees, tracking customer satisfaction surveys, monitoring compliance of Mobility Management policies and coordinating with Mobility Management drivers. The work involves considerable interaction with Mobility Management partner Agencies, public recipients of services and contracted service providers to ensure that program planning, quality improvements and program evaluations are achieved. Incumbent oversees the vehicle maintenance program. Work is performed under the direct supervision of the Deputy Commissioner of Mobility Management and GIS with leeway for independently performing most of the duties of the position. Supervision is exercised over the work of department personnel.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Plans, assigns and reviews the maintaining and checking of a wide variety of financial records and

reports and instructs employees in the specialized details of this work;

Assists superiors in the preparation of budget information, collection of data, compiling of statistics

and solution of personnel problems;

Compiles, prepares and maintains activity control records, schedules work loads and

coordinates the work of assigned staff;

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Ensures that record keeping procedures, staff testing and driver health standards, certifications and violation records are maintained in accordance with the provisions of Article 19-A of the Vehicle and Traffic Law;

Supervises and reviews the checking of account-keeping records and reports for arithmetical and clerical accuracy, completeness and proper extension;

Monitors compliance of Mobility Management policies;

Supplies data for budget, recommends budget estimates and assists in maintain budget control;

Operates personal computer, calculating, check writing and other office machines;

Maintains a database for tracking customer satisfaction surveys in accordance with appropriate industry standards;

Ensures that transportation department is in compliance with Federal, State and local laws and regulations governing the operation and maintenance of transportation vehicles;

Provides information and assists customers regarding services available in the community;

Prepares reports of scheduling activity, no-shows, cancellations and completed trips and makes recommendations for improvement strategies;

Prepares and distributes brochures and other marketing tools to promote the services of Mobility Management;

Conducts occasional site visits;

Troubleshoots customer transportation issues;

Handles high call volume scheduling;

Assists in implementing county-wide transportation demand-response scheduling;

Tracks performance standards of Mobility Management services as well as individual drivers;

Coordinates with dispatcher to route transportation service;

Assists in developing driver manifests;

Coordinates with partnering agencies to accommodate transportation needs;

Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of modern methods used in keeping and checking financial records and reports; good knowledge of office terminology, procedures and equipment; thorough knowledge of business English; **good** knowledge of the requirements contained in Article 19-A of the Vehicle and Traffic Law; good knowledge of customer service and satisfaction record keeping and complaint tracking; good knowledge of scheduling-based computer systems; good knowledge of techniques used in preparing public information materials; good knowledge of the regional geography and road or highway systems; good knowledge of transportation scheduling requirements and practices; working knowledge of standard automotive and equipment repair methods and of the terminology and tools of the trade; ability to prepare accounting and budgetary spreadsheets using a variety of computer programs; ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; ability to plan, assign and supervise the work of others; ability to present ideas clearly, both orally and in writing; ability to negotiate conflicts and resolve complaints; and initiative and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with a Bachelor's Degree or higher and three (3) years experience in transportation administration, including personnel supervision and the oversight of vehicle maintenance; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree and five (5) years experience as described above; or
- (C) Graduation from high school or possession of a general equivalency diploma and seven (7) years of experience as described in (A) and (B) above; or
- (D) An equivalent combination of training and experience as described in (A), (B) and (C) above.

NOTE: Candidate must possess and maintain the appropriate level Motor Vehicle Operator's License at time of appointment.

SPECIAL REQUIREMENT: Candidate must successfully complete the New York State Department of Motor Vehicle Article 19-A Certification Program before appointment or within the probationary period following permanent appointment.

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Jurisdictional Class:Competitive

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NYS Civil Service Commission Approval: N/A

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