



## BOONSLICK REGIONAL PLANNING COMMISSION JOB DESCRIPTION

**JOB TITLE:** Mobility Coordinator

**REPORTS DIRECTLY TO:** Mobility Manager

**SALARY RANGE:** \$28,000 - \$32,000, depending on experience.

**GENERAL DESCRIPTION:** The Mobility Coordinator supports the operation of the MO Rides mobility management program.

### **SPECIFIC RESPONSIBILITIES:**

- Answer phone calls from individuals seeking transportation assistance and gather information for the purpose of providing accurate transportation referrals.
- Research and communicate with transportation providers and share referrals with individuals seeking rides.
- Follow up with individuals to see if they were successfully able to find a ride.
- Input client data on written forms, as well as spreadsheets.
- Keep up with changes regarding transportation providers/services in the state of Missouri.
- Provide information and marketing materials to educate individuals about the program.
- Participate in outreach activities, including visiting social service agencies, assisted living communities, businesses, and community events.
- Assist with preparing materials for presentations and make presentations to small groups, as directed by supervisor.
- Provide support for projects, as directed by supervisor.
- Other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to communicate in a positive and friendly manner with individuals with a focus on providing excellent customer service.
- Ability to empathize and work with people from diverse backgrounds and vulnerable populations including older adults and individuals with disabilities.
- Ability to work in an office environment, as well as remotely if necessary.
- Ability to work independently and be self-directed when the Mobility Manager is not present or is focused on other duties.
- Knowledge of Google Drive and Microsoft Office, preferred.

- Strong attention to detail to ensure all work meets a high professional standard with regard to grammar, accuracy, uniformity, and appearance.

**DESIRED QUALIFICATIONS:**

- High school diploma or equivalent required, Bachelor's degree preferred.
- Experience in a customer service-related position preferred.