



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 transportation referral 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.
- 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.