



San Joaquin Regional Transit District  
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**SAN JOAQUIN REGIONAL TRANSIT DISTRICT  
EMPLOYMENT OPPORTUNITY**

**MOBILITY MANAGER  
Mobility Department**

Starting at \$77,165 to 135,000 (Depending on Qualifications)

**Open Recruitment**

**Closing Date: until filled**

**JOB SUMMARY:**

Under general or policy direction manages, plans, and organizes assigned programs and activities of San Joaquin Regional Transit District's (RTD) Mobility Department and accessible services functions and programs; and performs related duties as assigned. The Mobility Manager is responsible for managing and overseeing the work of staff engaged in accessible services functions and programs; oversees RTD's orientation, mobility training, and applicable mandates of the American with Disabilities Act (ADA); and leads the regional coordinated transportation plan process. This position is responsible for coordinating, monitoring, and evaluating RTD's ADA activities and performs complex professional work to ensure compliance with the ADA. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with a thorough understanding of purchasing policies, procedures, and customer service issues.

**EXAMPLES OF DUTIES:**

1. Manages, plans, organizes, evaluates the work of assigned staff performing purchasing activities and operations; with staff participates in developing processes, procedures, policies and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures, and policies required to achieve overall department performance results; coordinates and integrates purchasing contracts functions and responsibilities with other departments to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.
2. Participates with all levels of RTD management in establishing strategic plans for RTD; sets overall management and policy goals and objectives for the department; coordinates department program and policy issues with the heads of other departments and/or on an agency-wide basis.
3. In accordance with RTD's human resources policies, procedures, and labor contract provisions, plans and evaluates the performance of staff; establishes performance requirements and personal development targets; monitors performance and provides coaching and counseling for performance improvement and development; provides or recommends compensation or other rewards to recognize performance; subject to senior management concurrence, takes disciplinary action up to and including termination to address attendance or performance deficiencies.
4. Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, training, and day-to-day management practices that supports RTD's mission, vision, strategic goals, initiatives, and core values.
5. Actively oversees ADA contracted services to ensure contract compliance and full ADA

regulatory compliance.

6. Researches and resolves or recommends the resolution of customer complaints; may directly respond to customer complaints or inquiries, by telephone and in writing, with sensitivity to the public relations aspects of the situation.
7. Develops, administers, coordinates, monitors, and evaluates RTD's ADA activities; chairs and oversees the operations of RTD's Access Advisory Committee (AAC); identifies, monitors, evaluates, and tracks all RTD activities that impact compliance with ADA legislation.
8. Oversees purchase or lease of assistive devices and other reasonable accommodations.
9. Oversees and participates in the resolution of employee concerns and grievances on the basis of disability, whether under the ADA, Section 504, or some other basis; process staff accommodation requests.
10. Leads and participates in ensuring staff conformance with RTD rules and regulations; trains management and staff regarding the ADA and the needs of persons with disabilities.
11. Reviews all construction plans for alteration and renovation projects to ensure compliance with the ADA accessibility guidelines and any additional requirements under the ADA.
12. Identifies, monitors, evaluates, and tracks all ADA activities through audits, statistical, and narrative records and reports on ADA activities.
13. Implements, oversees, and monitors ADA paratransit eligibility determination and appeals.
14. Consistently seeks innovative opportunities to complement and improve RTD's family of ADA services.
15. Prepares a variety of reports, correspondence and records.
16. Present information, proposals, and/or recommendations clearly, logically, and persuasively, including at public meetings.
17. Represents RTD at meetings and with local partners.
18. Performs other incidental and related duties as required and assigned.

### **EMPLOYMENT STANDARDS:**

Graduation from an accredited four-year college or university with major coursework in business administration, public administration, Communications, Sociology, or a closely related field; and seven years of progressively responsible experience managing public transit accessibility service programs, at least three of which were in a supervisory or management capacity; or an equivalent combination of training and experience. One (1) additional year of the required experience may be substituted for each year (30 semester hours) of the required education.

### **Licenses; Certificates; Special Requirements:**

A valid California Class C driver's license.

Experience in a public transit agency or governmental setting is preferred.

### **KNOWLEDGE OF:**

- Laws, regulations, and reporting requirements dealing with persons with disabilities and the elderly, including the ADA and Sections 503 and 504 of the Rehabilitation Act.
- Principles and practices of paratransit demand response operations, service delivery, eligibility criteria, and eligibility certification methods.
- Various kinds of disabilities, their related functional abilities, and accommodation tools.
- Modern management theory and practices.
- Conflict resolution, negotiation, and mediation techniques.
- RTD policies, procedures, and programs.

- Trends in ADA and mobility development.
- Theory, principles, practices, and techniques of training and instruction; particularly as related to adult development in an employer setting.
- Appropriate terminology in discussing disabilities, and related functional limitations in accessing fixed route service.
- Contract compliance requirements.
- Research methods and analysis techniques.
- Excellent organizational and presentation skills.
- Program analysis, cost/benefit evaluation, budget preparation, capital and financial forecasting techniques, project management and project control.
- Principles and practices of sound business communication.
- Microsoft Office Suite, including Word, Excel, Access, and PowerPoint.
- English usage, spelling, grammar and punctuation.
- Customer service principles and practices.
- Principles and practices of effective supervision.
- RTD human resources policies and procedures and labor contract provisions.

#### **ABILITY TO:**

- Interpret, analyze, and apply the general guidelines of the ADA transportation provisions in establishment of RTD policies related to disabled and elderly services.
- Analyze complex technical laws and regulations.
- Work with people with disabilities and older adults and representatives from the disabilities community and social services agencies.
- Understand and develop training techniques for commonly used assistive devices.
- Assess training and development needs and design cost effective programs and approaches to meet needs and deliver effective training programs.
- Assess and serve the needs of customers, including those from culturally diverse backgrounds, the elderly, persons with disabilities, or other vulnerable populations.
- Develop and maintain a responsive, goal-oriented approach to the resolution of issues.
- Build coalitions, community relations, public process, contract management and employee relations.
- Promote awareness and collaborate effectively with management regarding issues related to passengers with special needs.
- Continue education on ADA issues, including regulations, court rulings, federal guidance, and available resources.
- Prepare budget forecasts and projections of revenues and expenditures plans for planning projects. Assist in budget preparation.
- Supervise, organize, and evaluate programs and the performance of staff.
- Represent RTD effectively in public settings on a variety of issues.
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions, and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and meet deadlines.
- Interpret RTD personnel policies and procedures and applicable local, state and federal legislation.
- Operate a computer using word processing and other business software.
- Organize and maintain office and specialized confidential files and records.
- Communicate clearly and effectively, orally and in writing.
- Understand and follow oral and written instructions.
- Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials.
- Exercise tact, discretion, and diplomacy in dealing with sensitive, complex, and confidential

personnel issues and employee situations.

- Establish and maintain effective working relationships with all levels of RTD management, Board of Directors, employees, employee organizations and their representatives, other governmental officials, community groups, and the public.

**Reasonable accommodations:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **PHYSICAL AND MENTAL DEMANDS**

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

### **Physical Demands:**

While performing the duties of this class, an employee is regularly required to sit, talk and hear, in person and by telephone, use hands repetitively to operate standard office equipment, and reach with hands and arms. The employee is frequently required to stand, walk, and lift up to ten pounds.

Specific vision abilities required by this class include close vision and the ability to adjust focus.

### **Mental Demands:**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve complex problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with all levels of RTD management, staff, employees, representatives of employee organizations, other governmental officials, and the public.

## **WORK ENVIRONMENT**

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

While performing the duties of this class, the employee works under typical office conditions and the noise level is moderately quiet.

## **The District offers a competitive employee benefit program that includes:**

**INSURANCE:** RTD provides comprehensive health and dental insurance package for all full-time employees and their dependents. RTD also provides \$20,000 life insurance for all full-time employees.

**SICK LEAVE:** 12 days per year for all full-time employees.

**VACATION:** Two (2) weeks to six (6) weeks depending on length of service for full-time employees.

**RETIREMENT:** RTD participates in a 401(a) retirement plan in which RTD provides a generous match.

**EMPLOYMENT PROCESS:** Applicants must complete and submit an official application form. The standards as stated on the front of the job announcement represent only the minimum required to fill an application. Resumes will be accepted, but may not be substituted for the required application form. Meeting the listed standards does not guarantee that a candidate will be invited for an interview as the Human Resources Department reserves the right to limit the number of candidates to the most qualified for the vacancy. The selection process for this position may include a written assessment.

**NOTE:** All statements made on the application are subject to verification and investigation. False statements will be cause for disqualification, removal from the eligible list or termination of employment.

**SUBSTANCE ABUSE TESTING:** Substance abuse tests paid by the Transit District are required of each prospective employee. Candidates are cautioned that offers of employment are conditional and subject to the satisfactory completion of the substance abuse tests.

San Joaquin Regional Transit District is an Equal Opportunity/Affirmative Action employer. Female, minority, and disabled individuals are encouraged to apply. Applicants will be considered without regard to race, color, creed, national origin, religion, sex, sexual preference, marital status, age, medical condition or disability.

Employment is conditional on successfully passing drug and alcohol tests, reference checks, and a background investigation.

**TO SUBMIT AN APPLICATION:** Visit our jobs page online at: <http://sanjoaquinrtd.com/careers/>

**The provisions of this bulletin are subject to change without notice and do not constitute an express or implied contract.**