

Intercity Transit
JOB TITLE: Travel Training Coordinator

BAND	GRADE	SUBGRADE
B	2	2
DEPARTMENT: Operations	DIVISION: Dial-A-Lift	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Dial-A-Lift Manager	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: B22
<p>SUMMARY: Coordinates and performs activities related to the travel-training program. Responsibilities include serving as the travel trainer for the Agency; serving as the liaison for the coordination of transportation between agencies; assisting with the certification and processing of clients eligible for services based on the Americans With Disabilities Act (ADA) and the Agency's Dial-A-Lift (DAL) policy.</p>		
<p>DISTINGUISHING CHARACTERISTICS: Coordinates and maintains a program to educate and train groups and individuals including seniors, special needs, students, commuters using buses, link light rail and commuter rail. Performs evaluation and functional assessment of potential DAL client's mobility and cognitive abilities related to transit services.</p>		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Designs, prioritizes, implements, instructs, coordinates and promotes the Agency's travel training program. Responsible for the safety and well-being of clients in street crossing and safety skills, emergency and stranger awareness, trip planning and transit guide skills. Develops individual curriculum based on client evaluation and assessment; creates trip plans and follows up as needed.	Daily 60% (B2)
2.	Creates, maintains and prepares reports and forms that support the DAL operation. Provides travel training statistics for the Senior Management Team.	Daily 5% (B2)
3.	Prepares correspondence and/or follow-up materials for potential clients and current users of transit services. Designs individual travel based on functional mobility and cognitive needs assessment.	Daily 5% (B2)
4.	Responds to program inquiries and complaints. Serves as liaison with clients regarding barrier assistance issues with fixed route system.	Daily 10% (B2)

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5.	Develops, teaches, and conducts community outreach workshops and presentations to community agencies, schools, churches, senior centers, retirement homes, transportation fairs, and professional organizations.	Daily 25% (B2)
6.	Performs training and practice for clients with mobility devices on boarding and de-boarding fixed route buses or DAL vans.	Monthly 5% (B2)
7.	Performs other duties of a similar nature or level.	As Required
8.	Must meet regular time and attendance standards	Always

Knowledge (position requirements at entry):

Knowledge of:

- Travel training methods and practices;
- Disabilities;
- Instructional planning methods;
- Program coordination methods;
- Customer service principles;
- Transit systems;
- Applicable Federal, State, and Local laws, rules, and regulations.

Skills (position requirements at entry):

Skill in:

- Providing customer service;
- Instructing a wide variety of training classes;
- Coordinating training programs;
- Preparing a variety of written correspondence and materials;
- Conducting community outreach;
- Speaking in public;
- Preparing training materials;
- Designing and implementing travel plans;
- Using computers and related software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

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Training and Experience (position requirements at entry):

Associates Degree and three years of related Dial-A-Lift or transportation experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

Must submit to criminal background check the results of which must meet hiring criteria for the role.

Physical Requirements:

Positions in this class typically require: reaching, standing, walking, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to travel.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)
Date: 8/05/04
Revised 11/8/04 MJ
Revised 4/24/07 CD: requirement for WSP Background Check
Revised: 6/1/09 + additional background ✓'s; CDiRito
Revised: 9/16/2011 Comp Class Review: HR