



**San Joaquin Regional Transit District**  
P.O. Box 201010  
Stockton, CA 95201  
(209) 948-5566

## **EMPLOYMENT OPPORTUNITY**

**Mobility Manager**  
(\$61,000 - \$93,968 Annually)

Open Recruitment:

Closing Date: Open Until Filled

### **JOB SUMMARY:**

Under general direction, administers San Joaquin Regional Transit District's (RTD) mobility management functions and programs; oversees RTD's Dial-A-Ride (DAR) certification and eligibility function, and applicable mandates of the American with Disabilities Act (ADA); leads regional coordination efforts; and performs related duties as assigned. This single incumbent class is responsible for coordinating, monitoring, and evaluating RTD's ADA and mobility management activities. An incumbent performs complex professional work to ensure compliance with the ADA. Successful performance of the work requires the use of sound, independent judgment and initiative, with considerable latitude for action within policy guidelines and agreed upon priorities.

### **EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

The following statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

1. Plans, organizes, controls, manages, and evaluates the work of assigned staff; participates in establishing operational plans and initiatives to meet goals and objectives; implements plans, work programs, processes, procedures, and policies required to achieve overall performance results; coordinates and integrates mobility management functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual budget.
2. 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.
3. 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.
4. 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.
5. Develops, administers, coordinates, monitors, and evaluates RTD's ADA and mobility management activities; chairs and oversees the operations of RTD's Access Advisory Committee; identifies, monitors, evaluates, and tracks all RTD activities that impact compliance with ADA legislation and mobility management.
6. Oversees purchase or lease of assistive devices and other reasonable accommodations.

7. 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.
8. 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.
9. Reviews all construction plans for alteration and renovation projects to ensure compliance with the ADA accessibility guidelines and any additional requirements under the ADA.
10. Identifies, monitors, evaluates, and tracks all ADA and mobility management activities through audits, statistical, and narrative records and reports on ADA activities.
11. Work with social service agencies and other stakeholders to coordinate mobility management activities.
12. Attend local committee meetings for senior and disability communities issues.

### **OTHER DUTIES**

1. Implements, oversees and monitors ADA paratransit eligibility determination and appeals.
2. Performs other incidental and related duties as required and assigned.

### **EMPLOYMENT STANDARDS:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from an accredited four-year college or university with major coursework in public or business administration, vocational rehabilitation, 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. Experience in a public transit agency or governmental setting is preferred.

### **Knowledge of:**

1. Laws, rules, regulations and reporting requirements related to addressing accessibility needs for persons with disabilities.
2. Statistical research methods and techniques; modern teaching methods and techniques; basic principles of program development, program management, and auditing; paratransit operations.
3. A broad range of disabilities and applicable work implications, accommodations, tools, approaches and resources; reasonable accommodations and accessibility reviews; Sections 03 and 504 of Rehabilitation Act of 1973 and the American with Disabilities Act; modern management theory and practices.
4. Principles and practices of sound business communication.
5. Principles and practices of effective management and supervision.
6. RTD human resources policies and procedures and labor contract provisions.

### **Ability to:**

1. Understand and develop training techniques for commonly used assistive devices.
2. Effectively address the public, particularly members of the disabled community and their representatives.
3. Interpret, analyze, and apply laws, rules, and regulations relating to ADA.
4. Develop and implement goals, objectives, work programs, policies, procedures, work and performance standards, and management controls.

5. Analyze operational and administrative problems, evaluate alternatives, and make sound decisions on effective courses of action.
6. Present ideas and requirements clearly and persuasively, orally and in writing, to diverse, internal and external technical and non-technical audiences.
7. Formulate concepts and present visual and statistical data clearly, effectively and persuasively to a variety of audiences.
8. Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials.
9. Communicate effectively orally and in writing.
10. Exercise sound, expert independent judgment within general policy guidelines.
11. Exercise tact, discretion, and diplomacy in dealing with sensitive, complex, and confidential personnel issues and employee situations.
12. Establish and maintain effective working relationships with all levels of RTD management, Board of Directors, staff, employee organizations and their representatives, other governmental officials, community groups, contractors, vendors, and the public.

#### **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.

#### ***RTD 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.

**HOLIDAYS/  
SICK LEAVE:** 12 days each per year for all full time employees.

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

**RETIREMENT:** A self-funded retirement program based on funds contributed by the Employee and RTD.

#### **EMPLOYMENT PROCESS:**

All applications must be completed fully and submitted in an official RTD application form. Incomplete applications will be ejected and cannot be revised after submittal on or before the final filing date. 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.

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. 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.

Proof of American citizenship or authorization to work in the United States must be submitted prior to hiring. RTD will request this documentation at the appropriate time during the hiring process.

RTD 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.

**SUBSTANCE ABUSE TESTING:**

RTD will pay for each perspective employee to take a required substance abuse test. Candidates are cautioned that offers of employment are conditional and subject to the satisfactory completion of the substance abuse tests.

**TO SUBMIT AN APPLICATION:**

- **Online:** Visit us online at [www.sanjoaquinRTD.com](http://www.sanjoaquinRTD.com), or click [here](#) if reading this online.
- **Mail:** San Joaquin RTD, P.O. Box 201010, Stockton, CA 95201
- **In Person:** 421 Weber Avenue, Stockton, CA 95202

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