

FRANKLIN REGIONAL TRANSIT AUTHORITY

JOB DESCRIPTION

TRANSIT AMBASSADOR / MOBILITY TRAVEL TRAINER

Job Description: Transit Ambassador / Mobility Travel Trainer

Department: Administrative

Position Reports to: Administrator

Summary of Position

This position will conduct mobility travel training sessions to assist elderly individuals, mobility impaired individuals, students and the general public to access fixed-route public transportation and other FRTA paratransit programs. Travel training sessions will be designed for individuals and small groups, with initial focus on conducting individualized one-on-one training sessions and safety education programs for the transit dependent. The Mobility Travel Trainer will also be responsible for utilizing all documentation systems, including the initial interview and application process, needs assessments, training plans, program and client progress, training certifications, follow-up, and all other related documentation.

They must be able to work with individuals from different cultural backgrounds and adapt to the changing needs of the position, demonstrating compassion and understanding as the program develops and implementation progresses.

They must act as liaison and maintain open communication between the agency and various stake holders including family/friends of consumers, other service providers and transit personnel; interpret maps, timetables and other transit materials for route planning. Maintain attendance and program records, individual progress notes and reports. Provide follow-up and retraining to consumers as needed.

Have general working knowledge of transit software and transit apps for both fixed route and paratransit operations.

Have general working knowledge of bus components including bicycle racks, fareboxes, stop cords etc.

Along with these interpersonal attributes, the Transit Ambassador / Mobility Travel Trainer is expected to have basic office skills such as filing, typing, and computer literacy. Excellent communication skills, either in writing, one-on-one, in a group setting, or over the telephone skills are key.

The Transit Ambassador / Mobility Travel Trainer's position includes, but is not limited to, the following duties.

Daily (Business) Activities

1. Support individual and group travel training instruction to allow people to independently access the transit system; including, but not limited to: general familiarization of the transit system, using transit

technology/applications, route planning, using crosswalks, boarding and alighting vehicles, fare purchase and use of farebox, and loading and unloading bikes on vehicles.

2. Act as ambassador to community groups, meetings, and other such public forums (both in-person and virtual) that typically work with seniors, people with disabilities, students, and other transit-dependent populations.
3. Assist administrative and operating staff in promotion and marketing of transit services and programs.
4. Monitor, track, and evaluate one-on-one and group trainings through surveys, outreach sessions, etc.
5. Provide internal quality control checks to ensure services and technologies are operating as designed and recommend enhancements that increase internal customer efficiencies and external customer satisfaction.
6. Attend meetings, trainings, and other workshops as to improve and expand knowledge of travel training, marketing, and other fields related to job functions.
7. Any and all other assignments as deemed appropriate by the Administrator

Minimum Qualifications

Education: High School diploma or GED is required.

Experience: The ability to solve practical problems and deal with a variety of instructions furnished in written, oral, diagram or schedule form is needed. The ability to clearly communicate information and respond to questions from governmental agencies, political and community groups, customers and the general public is required.

Knowledge: Knowledge and understanding of transit operations, policies, procedures and regulatory requirements and contract provisions is preferred. Ability to write reports, business correspondence and technical reports is required. Must be able to read, write, use phone and do simple math and multi task. Computer literacy with a common knowledge of Word, Email (outlook), Excel, fareboxes and transit apps are needed in this position. A working knowledge of schedule routing, PowerPoint and other aspects of data collection or the capability to learn, is preferred.

Physical Requirements: Must be physically capable of working in an office environment, sitting at a desk in front of a computer up to a 7.5 hour work day and travel to and attend outside meetings as required. Must possess high energy and be physically capable of typing, using a telephone, calculator and taking written notes as needed. Must be able to assist with street crossings, pushing wheelchairs, and use of other mobility devices as needed when travel training. Preference given to those who hold a valid driver license and be able to operate a motor vehicle as required to attend meetings as needed. Lifting of light boxes and loading/unloading bicycles on to buses may be required in addition to filing.

Interpersonal Skills: Must be able to remain calm in stressful situations and must be able to adapt to changes within the operation, service, or environment. The Travel Ambassador/Mobility Travel Trainer must possess the ability to handle themselves in a professional manner and dress appropriately. Must have excellent communication skills for positive interactions with other company personnel, public

agency personnel, and the general public. Must be capable of making contacts in an effective and timely manner for the purposes of providing and exchanging information. Must also be able to resolve problems and respond to inquiries, suggestions and complaints from the public.

Work Environment: The work environment is primarily indoors with occasional exposure to the outdoor weather when attendance or trainings at meetings are required. This position may require that you are alone occasionally in the office or out in the field.

Supervision: This position is directly supervised by the Administrator.

Other Comments: This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of an individual so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

August 2022