



Mobility Navigator Job Posting

Transportation is one of the biggest challenges for people across the Treasure Valley. If you are passionate about helping people and enjoy a challenge, then the Mobility Navigator may be the job for you. You will work with a variety of people and organizations to help them solve their transportation challenges.

Check out the Mobility Navigator position below:

Valley Regional Transit (VRT) is looking for a problem solver, someone who will work with a variety of customers to assist individuals and groups, connecting them to an array of mobility choices. The **Mobility Navigator** works with employers, human service agencies and community groups to promote and support VRT pass programs, conduct marketing, outreach and education activities, identify gaps in service and provide supports that help remove barriers to accessing the best mobility choices for customers. The successful Mobility Navigator will help VRT connect people to more places more often.

The ideal candidate will possess a minimum of a high school diploma or equivalent and two (2) years of experience in transportation services, nonprofit human services, or governmental services. A Bachelor's degree in a related field is preferred. This person will possess strong organizational skills, is fluent in speaking and writing English and Spanish, and is able to effectively communicate with people from varied backgrounds. We want someone who loves serving the community through transportation and has a passion for helping others.

Valley Regional Transit is the Treasure Valley's premier public transportation authority, responsible for the management of a variety of transportation solutions including public bus transit, specialized van services, paratransit, park-and-ride, and more. We work with other organizations and government agencies to create options that are accessible, affordable, and consistent.

To apply for this position, please send your resume AND cover letter of interest to jobs@calyx-weaver.com

Want more information? Read on:

RESPONSIBILITIES:

- Works with groups and individuals to identify mobility needs and design navigation programs
- Compiles data and creates reports on program performance measures
- Builds and maintains strong networks with all customer groups
- Plans and staffs transportation fairs and other events designed to market and educate the public about regional mobility choices
- Develops and implements targeted marketing tactics, tools, and education programs for riders of all ages and stages of life
- Conducts traveler orientation activities and identifies travel orientation needs for various customer groups

- Supports the development of pass programs and other navigation services related to mobility choices
- Identifies and documents safety concerns and gaps in mobility services, programs, and infrastructure that create barriers for individuals or groups to access the region's mobility choices
- Participates in internal and cross-functional teams to coordinate programs, equipment, and support functions
- Provides timely, respectful, and thorough customer service to internal and external customers
- Provides verbal and written reports to Valley Regional Transit leadership, committees, and communities
- Provides support to customer service, transportation coordination and other operations functions as needed and directed by supervisor
- Maintains working knowledge of local, state, and federal regulations directly pertaining to navigation activities
- Maintains a professional and courteous demeanor at all times
- Dependable and a self-starter

MINIMUM QUALIFICATIONS:

- Strong interpersonal skills
- Ability to communicate with organizations at all levels
- Fluent in speaking and writing English and Spanish preferred
- Strong verbal and written communication skills
- Possess above average computer skills
- Must be competent with Microsoft Office
- Must be capable of performing multi-task duties with frequent interruptions
- Must be able to establish priorities for self as well as direct reports
- Must be proficient in group and public presentations
- Must be able to make sound decisions in stressful situations
- Valid Idaho driver's license, CDL preferred

Salary: Begins at \$18.00 per hour with consideration given for experience.

Benefits: Health, Dental, and Vision Insurance. Holiday pay, sick and vacation leave. Disability and PERSI retirement plan.

Position is open until filled.

Valley Regional Transit is an equal opportunity employer.