



NWRDC Position Description

Position Title: Mobility Manager

Classification: Program Manager

Reports to: Executive Director

Grade: 5

Supervises: None

FLSA Classification: Exempt

Position Summary

This position provides information on complex issues to the public, analyzing, monitoring, and administering grants and contracts, providing education on specific services/programs, assessing current transportation services and gaps found in the region, and establishing cooperative relationships with the counties, service providers and other community organizations.

Essential Duties and Responsibilities
<ul style="list-style-type: none">• Manages professional and support staff by prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations for assigned program personnel.• Interprets, assesses, and implements procedures to ensure all services conform to all relevant county, state and federal rules, statutes, and regulations.• Monitors and maintains budget; prepares cost estimates for budget recommendations; monitors billings and controls expenditures.• Provides leadership in planning and developing within the department.• Performs other duties of a comparable level/type, as required.

Qualifications

Education: Bachelor's Degree in Transportation, City or Regional Planning, Urban Planning, Public Administration, Social Work, Communications, Marketing, or similar degree. Valid Minnesota driver's license or ability to obtain within employer-specified timeframe.

Requirements:

- Valid MN driver's license
- Experience working with Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.).

Physical Demands and Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to:

- Frequently remain in a stationary position and regularly move within the building to attend meetings and access files and office machinery.



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- Regularly operate computers and other office equipment, such as a copy machine, printer, and telephone.
- Exposed to challenging behaviors or a threatening environment on an intermittent basis
- Occasionally lift, move and/or transport items weighing up to 60 pounds.
- Ability to drive to multiple locations.

Equipment Utilized

- General office equipment, computer, telephone.
- Vehicular transport

Competencies

Decision Making

- Incumbents are responsible for comprehensive decision-making skills determined by specific area of assignment.
- Duties often require diverse decisions that require complex decision-making skills through the analysis, evaluation, and methodology development to review information and data.
- Assignments are generally broad in nature. Incumbents determine which process to utilize in carrying out duties.

Communication

- Incumbents oversee and participate in the development and execution of communications materials in the area of assignment. Incumbents are responsible for developing communication plans and procedures.
- Incumbents may market or publicize their services and report on program progress and operations.

Problem Solving

- Incumbents provide detailed technical or procedural explanations as well as troubleshoot complex issues.
- Duties are performed under minimal supervision, with job procedures and methods of accomplishing tasks broadly defined.

Knowledge



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- Incumbents possess and apply advanced knowledge of applicable techniques, procedures, and processes in area of assignment and are acknowledged as a leader and/or expert within the organization.
- Incumbents have an in-depth understanding of the practices pertinent to the organization.

Job Specific Duties

- Serves as a representative of the NWRTPCC and the NWRDC for the assigned region.
- Assesses current transportation services and transportation gaps found in the region through meetings, correspondence, route mapping, and other means. Maintains and updates a comprehensive transportation stakeholder database.
- Collects and organizes data so it can be manipulated to maintain relevance – this may include training for statewide uniformity.
- Gathers data regarding all current transportation modalities available, including names and contact information, hours of operation, ADA compliance, vehicle information, location, cost of rides, route information.
- Assesses transportation service needs of local businesses and commuters.
- Informs NWRTPCC of transportation-related legislation.
- Acts as liaison between public and private transportation services.
- Assists individual service providers with the development and implementation of appropriate services and programs. Helps with the development and implementation of coordinated joint programs.
- Evaluates users/user services on annual basis.
- Brings creative skills to develop/organize marketing campaigns, events, meetings, themes, communications, posters, emails, website, and mailings.
- Establishes and manages NWRTPCC databases and fulfills administrative functions associated with the position including regular reporting. Works with MCOTA for data implementation/integration.
- Identifies and resolves regional transportation issues and concerns, with support from the Regional Transportation Lead and other staff.
- Assists with oversight and management of project documentation and coordinates documentation revisions and distributions.
- Prepares project progress/status reports for NWRTPCC project delivery, client, and management.
- Assists with the creation and implementation of various plans such as public meeting plans, website, and media plans, limited English proficiency plans; and assists with the creation and upkeep of a NWRTPCC user-friendly webpage.
- Assists with the preparation or and administration of service contracts.
- Independently manages routine and smaller projects for the NWRTPCC.
- Attends and facilitates numerous meetings for the NWRTPCC.
- Plans and delivers public presentations regarding the NWRTPCC and its projects, including educational/information seminars, organization presentations, small group presentations, and one-on-one meetings.
- Provides customer service to individuals, businesses, and organizations seeking information about transportation options through phone calls, emails, newsletter publications, and other means. Connects persons and organizations with transportation resources and provide solutions that work for their needs.
- Meets with other RTCCs, either as a group or on a one-to-one basis to discuss common issues, projects, and incentives.
- Completes grants/special reports/studies for NWRTPCC and clients.
- Manages specific projects under the supervision of the NWRDC Transportation Planner and Executive Director and reports findings and recommendations.



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- Prepares for grant reports for funding agencies. Writes or assists in the writing of project proposals and quarterly reports.
- Conducts research and prepares decision-making information on topics related to the NWRDC.
- Conducts research and prepares information on topics requested by individual clients of the NWRDC
- Conducts specialized research by studying state statutes and regulations; reviews various planning literature
- Compiles/analyzes census and other survey data.
- Drafts correspondence including press releases and public meeting notices.
- Attends staff and other meetings.
- Receives/responds to telephone calls and emails.
- Prepares information on projects and issues for annual reports, and newsletters.
- Assists with meeting scheduling and preparing minutes for the NWRDC Subcommittee and NWRDC Advisory Council; and
- Assists with the creation, implementation, and maintenance of a system for tracking and monitoring progress.
- Assists with the development of the NWRDC budgets in collaboration with the Finance Director.
- Other Duties and Responsibilities:
- Reads and edits documents prepared by other NWRDC staff members.
- Scans media sources to stay current on state, federal, and local transportation initiatives, and topics.
- Performs other related duties as assigned or apparent; and
- Attends NWRDC Board & Commission meetings, NWRDC Subcommittee meetings, NWRDC Advisory Committee meetings and other functions such as staff meetings, retreats, and training sessions.

Date Updated May 2023