



## CAREER OPPORTUNITY

### PARATRANSIT/ADA PROGRAM MANAGER

<b>Department:</b>	Call Center	<b>Reports To:</b> Deputy Executive Director/COO
<b>Status:</b>	Full-time Regular, Exempt	<b>Salary:</b> \$65,000 - \$70,000
<b>Work Days:</b>	Generally, Monday – Friday	<b>Work Hours:</b> Generally, 8:00 a.m. – 5:00 p.m.

**SUMMARY:** Reporting to the Deputy Executive Director/COO, the Paratransit/ADA Program Manager is responsible for management of the Call Center and paratransit services, ensuring compliance with the Federal Transit Administration (FTA), Americans with Disabilities Act (ADA) and CAT policies and procedures. Facilitates and manages all ADA paratransit processes, procedures, meetings and Committees including eligibility, functional assessments, travel training, scheduling, interviews, ride subscription, late/cancellation/no show policies, third-party contractor oversight and administrative management of assigned personnel. Ensures staff provides a positive experience with every guest/customer interaction related to inquiries, comments, complaints and/or questions about CAT.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Oversees the supervision of personnel, which includes work allocation, schedules, time-off requests, training, and problem resolution; setting metric and departmental standards; evaluates and addresses staff performance, behavior and attendance issues; makes recommendations for personnel actions; and, motivates employees to achieve peak productivity and performance.
- Updates and communicates FTA, ADA, the Paratransit Ride Guide and CAT policies and procedures to staff and monitors adherence.
- Develops and implements procedural and training tools for staff related to FTA, ADA, CAT's policies and procedures, the Paratransit Ride Guide, customer service and handling severity issues.
- Provides suggestions in compliance with ADA regulations for changes to the Paratransit Ride Guide and/or CAT processes and procedures for paratransit services.
- Manages and tracks passenger compliance and staff adherence to the Paratransit Ride Guide.
- Responsible for managing, tracking and completing the re-certification for paratransit services; and, the penalty process for denial of service, suspension, excessive No-Show and Late Cancellation for paratransit passengers.
- Facilitates and manages the Appeals Committee meetings as identified in the Paratransit Ride Guide.
- Manages the responsibilities of the Call Center for ticket sales, route/bus information and general questions, complaints/compliments and concerns. Ensures customers receive an excellent level of service with their questions and concerns.
- Delivers continuous coaching and skill development for Transit Ambassadors to provide high quality customer service.
- Implements and monitors a quality assurance program for the Call Center and paratransit services.
- Interacts with customers when issues are escalated by staff and other Supervisors.
- Quickly analyzes customer concerns and needs; ensures data entry into the customer comment database and provides statistical reports regarding paratransit service.
- Provides management oversight for the CAT Freedom Program and other third-party contractors.
- Collaboratively interacts and communicates with Operations and System Development departments to assure paratransit services meet our customer needs.
- Collaboratively works with the transportation management team to resolve customer issues and increase service efficiencies.
- Communicates and discusses service issues with the Operations Department and/or COO.
- Serves as the technical support contact for the department with Routematch, Converged Communications and Infinity software providers.
- Manages the departmental budget, equipment and supplies.
- Attends (or appoints a representative when necessary) all CAT monthly public meetings.
- Serves on various internal and external committees such as the Advisory Committee on Accessible Transportation (ACAT) and other committees as requested.

Posted: 05/29/2019

- Responsible for the performance of:
  - ❖ Computer entry on a daily basis for the KPI (CEO) reports.
  - ❖ Trip verification in the computer system.
  - ❖ Initiating paratransit customer reservations.
  - ❖ Database entry for paratransit services including:
    - CAT Freedom Taxi Services
    - Customer Comments
    - Paratransit Applications and IDs
    - Paratransit Eligibility Approval Letters and Ride Guides
    - Paratransit cancellations and no-show tracker
  - ❖ Ticket sales for fixed-route ride and paratransit including batch ticket orders
  - ❖ Trip scheduling for paratransit customers
  - ❖ Processing half-fare applications for customers
- Completes assigned special projects and other duties, as requested.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated knowledge and understanding of the Americans with Disabilities Act of 1990 (ADA) and all related FTA guidelines and amendments.
- Familiar with principles and methods of public transit, including fixed route bus and paratransit services.
- Ability to demonstrate proficiency in understanding paratransit scheduling concepts and procedures, including automated routing, trip booking and management reporting capabilities.
- Demonstrated ability to analyze data and make recommendations accordingly.
- Working knowledge of dispatch, automatic vehicle locator (AVL) and mobile data terminal (MDT) functionalities for paratransit service.
- Demonstrated experience in monitoring, auditing and administration of public sector service contracts.
- Demonstrated commitment to customer service and integrity.
- Demonstrated proficiency in written and verbal communication skills.
- Enthusiastic, approachable individual with superior leadership ability.
- Ability to drive quality, productivity and meet or exceed call center goals and established metrics.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Highly motivated; must be a team player, yet able to work well independently.
- Ability to collaborate with cross-functional departments.
- Active listening and problem solving skills.
- Able to handle sensitive and confidential situations and documentation.
- Ability to work various shifts or flexible work schedules including nights and weekends; able to assist where needed.
- Ability to handle multiple tasks and work well under pressure.
- Strong written and verbal communication skills.
- Must be able to pass a drug test, a criminal background check and previous employment reference checks.
- Bilingual preferred but not required.

#### **EDUCATION and/or EXPERIENCE**

A four-year degree in an appropriate business-related field and a minimum of three years progressively responsible experience in administration, operation, supervision or management of transportation services. An equivalent combination of education and experience may be substituted for a degree.

Required computer skills:

- Word processing and spreadsheet software
- Common database applications
- Accounting or operations software functionality
- Email, contract management and scheduling software

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Submit resume or request employment application at [HR@catchacat.org](mailto:HR@catchacat.org). Please state the title of the position applying for in the subject line of the email.

EOE/M/F/D/V

Posted: 05/29/2019