**CAPE COD REGIONAL TRANSIT AUTHORITY**

**MOBILITY MANAGER**

**JOB DESCRIPTION**

**(Last Updated: October 8, 2024)**

**Primary Purpose:**

The Mobility Manager is a senior level position reporting directly to the Deputy Administrator with close collaboration and interactions with other members of the CCRTA’s management and operations teams. This position is primarily responsible for assembling, evaluating, and distributing transportation data and reports used for research, data analysis, performance metrics tracking, standardized reporting and targeted marketing strategies. The Mobility Manager is an integral member in the CCRTA team’s use of performance metric data to enhance the availability of cost-effective transportation services designed to improve overall mobility options for residents and visitors of Cape Cod, with a special focus on transportation improvements for older adults, persons with a disability, and low-income populations.

**Essential Duties and Responsibilities:**

The essential functions or duties listed below are illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

* Coordinates the collection of transportation data used for direct research, data analysis, performance metrics tracking and standardized reporting in support of the CCRTA’s forward thinking approach to the planning and provision of transportation services;
* Provides assembled transportation data and reports to the CCRTA’s senior management and operations teams for the purpose of measuring the effectiveness of existing transportation services and for use in future transit service planning, including the CCRTA’s ongoing migration from fossil-fuel vehicles to zero-emission vehicles;
* Uses reported performance metric data outcomes to assist with the development of a formal marketing plan to increase customer knowledge regarding CCRTA’s transportation services for the purpose of increasing ridership, operating effectiveness and efficiency;
* Supports the use of data to foster collaborations with public and private transportation providers with the goal of enhancing the availability of transportation services;
* Applies compiled transportation data to manage and facilitate vehicle requests by the CCRTA’s Operator and Councils on Aging under the Massachusetts Department of Transportation Mobility Assistance Program (MAP);
* Assists with the identification, development, and application response to “notice of funding availability” through federal and state grant funded transportation programs;
* Works with the Operations Team in updating the CCRTA “Riders Guide” as needed;
* Performs ad hoc research, data analysis, and written documentation on selective topics in support of the Administrator’s and Deputy Administrator’s meetings and events;
* Undertakes special initiatives and projects as assigned by the Administrator and Deputy Administrator, including travel training presentations to various groups across Cape Cod;
* Represents CCRTA at various state, federal, and regional planning agency meetings and conferences, as assigned by the Administrator and Deputy Administrator.

**Minimum Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.*

* An undergraduate degree from an accredited college is highly desirable;
* Three (3) years previous work experience in a position with comparable management and technical responsibilities;
* An advanced degree may be substituted for up to two (2) years of work experience;
* Transferable skills that demonstrate the ability to use assembled data to produce management reports that measure the effectiveness of transportation services, informs the development of marketing strategies and provides key performance indicators for use in future transit service planning;
* Works independently and manages multiple responsibilities and tasks with minimal oversight and confidentiality;
* Possess strong organizational, analytical, and communication skills;
* Proficient in the use of Microsoft Office (Word, Excel, PowerPoint and Outlook).

**Supervision**

The Mobility Manager is a senior level position that reports to and receives direction from the Deputy Administrator.

**Work Environment**

The Mobility Manager will be provided with an office equipped with a telephone, computer and any other equipment necessary to function in this capacity.

**Physical Requirements**

Minimal physical effort is required to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by employer, as the needs of the employer and requirements of the job change.*