

Southwest Michigan Planning Commission (SWMPC)

Title: Mobility Manager

Summary:

The Southwest Michigan Planning Commission is requesting services of a Mobility Manager who will serve the following counties: Berrien, Cass, and Van Buren in Southwest Michigan. The Mobility Manager will be responsible for the coordination of public and private transportation services to improve the overall mobility for people sixty and older, low-income persons, persons with disabilities, and veterans.

This is a contract position and continuation of this position is contingent upon the successful receipt of future grant funding.

Responsibilities:

- Identify and collaborate with public and private transportation providers within and surrounding Berrien, Cass, and Van Buren Counties.
- Develop ways to communicate transportation options to the public and community organizations in order to inform individual and institutional decision-making.
- Create and build partnerships between and among a diverse range of community organizations (transportation, human services, healthcare, economic development, and government.) to ensure that transportation resources are coordinated effectively.
- Use partnerships to develop and enhance cost effective travel options for customers in the region.
- Participate in community interest groups, advisory committees and focus groups;

The above statements are intended to describe the general nature and level of work to be performed. [Additional information regarding Mobility Management can be found here.](#)

Required Knowledge, Skills, and Abilities:

- Excellent interpersonal, written and verbal communication skills.

- Ability to provide leadership and speak before public groups.
- Ability to create digital presentations to effectively illustrate points and maintain audience attention.
- Ability to analyze data; define problems; identify potential solutions; develop implementation strategies; and evaluate outcomes.
- Ability to solve problems and deal with a variety of variables in situations where only limited standardization exists.
- Ability to prepare clear and concise oral and written reports.
- Ability to work a flexible schedule that may include evenings and weekends.
- Ability to establish and maintain effective working relationships with all levels of staff, community leaders, government representatives, and customers.
- Knowledge of or willingness and ability to learn the Americans with Disabilities Act (ADA) and its specific applications to public transportation.
- Knowledge of or willingness and ability to learn the Coordinating Council on Access and Mobility (CCAM), Mobility Services for All Americans (MSAA) and other federal coordination initiatives with federal programs.
- Knowledge or willingness to connect customers to transportation options that are most responsive to their needs.
- Knowledge of or willingness and ability to learn the principles, procedures and strategies of coordinated human services transit-transportation planning and coordination strategies.
- Ability to develop and distribute information that explains how to utilize the available resources for meeting the diverse travel needs of individuals with disabilities, older adults, and individuals with lower incomes.
- Knowledge of or willingness and ability to learn Federal Transit Administration (FTA) and Michigan Department of Human Services transportation policies, procedures and practices.

Desired Competencies: Innovative thinker; conflict resolution; persuader; convener; communicator; initiator; visionary; problem solver; leadership; negotiator; mediator; empathy; customer focus; self-starter; team builder; management skills.

Employment Qualifications: Possession of a bachelor's degree in transportation/urban planning, business, public administration, social work, or a related field and three (3) years of progressively responsible experience with service planning, accessible services, human services or a related field. Computer skills including standard office suite packages, graphics skills, and web page design and upkeep are considered.

Necessary Special Requirements: Possession of a valid Vehicle Operator's License.

To Apply: Submit a cover letter and resume to Kim Gallagher, Senior Planner by email at gallagherk@swmpc.org or by mail at Southwest Michigan Planning Commission, 376 W. Main Street, Suite 130, Benton Harbor, MI 49022.

Application Deadline: Friday, January 17th 5:00pm EST

Timeframe: Position begins immediately. Contract position funded by FTA grant and the Michigan Department of Transportation; the continuation of the position is contingent upon future grant funding.