



August 7, 2020

Job Description – Full-Time MOBILITY COORDINATOR

Facilitating Access to Coordinated Transportation (FACT), a nonprofit based in Oceanside, helps San Diego County residents find suitable transportation services. FACT also operates transportation in all cities in San Diego County. FACT is conveniently located near the freeways and public transit. FACT is an Equal Opportunity employer, and welcomes diversity in the workplace.

The Mobility Coordinator position is under the direction of the Director of Operations and provides day-to-day assistance for the ongoing success of FACT and its Business Plan goals and objectives. The position primarily requires assisting callers with selecting the most appropriate transportation option from a database of 180 services, and making trip reservations. The Mobility Coordinator will work remotely or from FACT's office in downtown Oceanside, CA as determined by the supervisor. The job includes occasional travel within San Diego County.

This is a full-time, "at-will", and nonexempt position, requiring approximately 40 hours of work per week and 5 days per week. Essential duties and responsibilities of the Mobility Coordinator position include, but are not limited to:

DUTIES AND RESPONSIBILITIES

- Advise callers on the local transportation options
- Use web based travel planners to assist people in making travel plans
- Identify transportation needs and record information into database
- Make trip reservations, record all information related to the trip, and manage all aspects of the transportation service
- Use Google or similar maps and internet/software to map routes
- Assist with community or event planning activities
- Act as community transportation advocate promoting accessible, affordable transportation options for seniors and people with disabilities
- Review customer service issues with callers and resolve service problems
- Review invoices from contractors for accuracy and complete information
- Assist with other duties as assigned



KNOWLEDGE, SKILLS, AND QUALIFICATIONS

1. Must have excellent team work skills, customer service skills, and positive outlook
2. Must be proficient at multi-tasking
3. Must have background/experience in working with seniors, persons with disabilities and low income populations preferably in meeting their travel and mobility needs
4. Familiarity and experience using Microsoft Word and Excel required; experience in using computer based transportation scheduling is desirable
5. Ability to communicate effectively with all stakeholders in writing and verbally
6. Ability to operate standard office equipment, including but not limited to, computers, telephone systems, calculators, copiers and facsimile machines
7. Ability to follow oral and written communication
8. Bachelor's degree preferred but is not a requirement
9. Must have valid CA drivers license
10. Mandatory background check and drug test before confirmation

COMPENSATION & BENEFITS

- \$16 – \$17 hourly based on experience and qualifications
- Eligible for medical, dental, and vision insurance through FACT's group plan
- Eligible for up to a 3% employer match towards retirement planning
- 10 paid holidays a year
- Two weeks PTO after one year of service

Position will remain open until filled. Please send resumes to factsd@factsd.org