



Role Title	Mobility Coordinator
Role Reports to	Operations Manager
Exemption Status	Non-Exempt

Position Summary

Facilitating Access to Coordinated Transportation (FACT), a nonprofit based in Oceanside, helps San Diego County residents find suitable transportation services. FACT operates transportation in all cities in San Diego County. FACT is an equal opportunity employer and offers benefits, including healthcare, and a friendly work environment. FACT is conveniently located near freeways and public transit.

The Mobility Coordinator position is under the direction of the Operations Manager and provides day-to-day assistance for the ongoing success of FACT's services. The position primarily requires assisting callers with selecting the most appropriate transportation option from a database of regional services and making trip reservations. The Mobility Coordinator will work from FACT's office in downtown Oceanside, CA. 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:

Essential Duties & Responsibilities

Call Center

- Answers phones as calls come into call center and provides service to callers accordingly
- Signs up new riders into system
- Answers questions about FACT's services, pricing, and availability as they arise
- Accurately enters ride scheduling information into scheduling software including starting and destination locations, times, and any specific rider needs
- Coordinates with providers to ensure trips can be completed, and communicates with riders if rides are not available
- Investigates no-shows or cancellations with providers and documents as needed
- Provides resources to callers for services outside of FACT
- Records and tracks referrals received
- Administers services for assigned accounts according to contract specifications
- Ensures accurate documentation and reporting are completed to contract requirements
- Addresses issues that arise with services, or escalates to management as needed
- Assists in clarification and coordination for invoicing related to assigned account

Qualifications

- A minimum of 1 year customer service experience required
- High School diploma or GED preferred
- Experience with Microsoft Suite and EcoLane software preferred
- Experience working with transportation and/or the aging population preferred

Competencies



Facilitating Access to Coordinated Transportation

- Excellent communication skills, verbal and written
- Customer service skills and ability to work as a team member
- Problem solving skills and solutions oriented mindset
- Attention to detail and thorough documentation skills
- Productivity and time management skills
- Agility and ability to shift focus to changing priorities
- Bilingual in Spanish and English
- Reliable transportation
- Flexibility to travel within San Diego County on occasions

Working Conditions & Physical Demands

The physical demands described below are representative of those that must be met/tolerated by an employee to successfully perform the essential duties of this position. The working conditions are typical of those found in a professional office environment. There is little to no exposure to noise, extreme temperatures, uneven surfaces, moving machinery, odors or fumes. The lighting conditions are moderate, and employees will occasionally work in close proximity to others. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

While performing the duties of this job, the employee is regularly required to:

- Prolonged periods in a sedentary position at a desk and working on a computer
- Be able to discern visual information regardless of distance
- Continuous use of arms, wrists, hands, and fingers
- Be able to accurately exchange information orally with others
- Move about inside the office to access file cabinets, office machinery, etc.
- Operate a computer and other office equipment
- Communicate and exchange accurate information clearly with others
- Continuously able to interpret visual content displayed on a digital screen
- Must be able to lift, push, pull, carry, and otherwise move objects up to 15 pounds

Compensation and Benefits

\$21 - \$23 per hour depending on experience

Eligible for medical, dental, and vision insurance through FACT's group plan

Eligible for up to 5% employer match towards retirement planning

12 paid holidays per year

Biweekly pay

Biweekly PTO accrual

Monday to Friday

After 90-day probationary period, hybrid work schedule of 3 days in office, 2 at home option

Mandatory background check before confirmation

EMAIL RESUME TO: factsd@factsd.org