

MOBILITY MANAGER Development Specialist

Overview

The Headwaters Regional Development Commission (HRDC), located in Bemidji, MN, is a public agency that works for local governments and regional partners to provide planning tools and technical assistance to enhance our Region. The HRDC is governed by a board of locally elected officials and special interest representatives from within our service area of Beltrami, Hubbard, Clearwater, Mahnomen, Lake of the Wood Counties. This position will help provide professional planning services to assist the work plan operations of the Headwaters Regional Transportation Coordination Council (HRTCC). Through the HRTCC this position may also coordinate services with neighboring counties and key transportation stakeholders.

Characteristics of the Class:

The Mobility Manager is an exempt position. The position is included in the Development Specialist class. This position performs non-supervisory work to provide professional planning services to assist the work plan operations of the Headwaters Regional Transportation Coordination Council (HRTCC). The Mobility Manager works with a variety of governmental bodies, public and private transportation providers, organizations utilizing client transportation services, healthcare organizations, other service organizations and citizens relying upon transportation services. The primary role of the Mobility Manager for the HRTCC is to implement the HRTCC mission statement, goals and objectives, and work plan. The position occasionally works beyond normal work hours to attend early and/or late meetings.

Kinds of Duties:

Any one position may not include all the duties listed, nor do the examples include all duties that may be found in this position.

- Fulfills program requirements of MnDOT Regional Transportation Coordination Councils (RTCC) agreements which could include assistance with: Budget development and management, development and execution of annual workplans, facilitation of stakeholder meetings, staffing and monitoring the Headwaters RTCC, and completion of monthly reports to MnDOT;
- Assesses current transportation services and transportation gaps found in the region through meetings, correspondence, route mapping, and other means. Maintains and updates a comprehensive transportation stakeholder database;
- Collects and organizes data so it can be utilized to maintain relevance – this may include training for statewide uniformity;
- Gathers data regarding all current transportation modalities available, including names and contact information, hours of operation, ADA compliance, vehicle information, location, cost of rides, route information, etc.;
- Assesses transportation service needs of local businesses and commuters;

- Acts as liaison between public and private transportation services;
- Assists individual service providers with the development and implementation of appropriate services and programs. Helps with the development and implementation of coordinated joint programs;
- Evaluates users/user services on annual basis;
- Brings creative skills to develop/organize marketing campaigns, events, meetings, themes, communications, posters, emails, website and mailings;
- Establishes and manages HRTCC databases and fulfills administrative functions associated with the position including regular reporting. Works with MCOTA for data implementation/integration;
- Assists with oversight and management of project documentation and coordinates documentation revisions and distributions;
- Prepares project progress/status reports for HRTCC project delivery, client and management;
- Assists with the creation and implementation of various plans such as public meeting plans, website and media plans, limited English proficiency plan;
- Assists with the creation and upkeep of a HRTCC user-friendly webpage;
- Independently manages routine and smaller projects for the HRTCC;
- Attends and facilitates meetings for the HRTCC;
- Plans and delivers public presentations regarding the HRTCC and its projects, including educational/information seminars, organization presentations, small group presentations, and one-on-one meetings;
- Provides customer service to individuals, businesses, and organizations seeking information about transportation options through phone calls, emails, newsletter publications, and other means. Connects persons and organizations with transportation resources and provide solutions that work for their needs
- Manages specific projects under the supervision of the HRDC Transportation Planner and reports findings and recommendations;
- Occasionally prepares grant reports for funding agencies. Writes or assists in the writing of project proposals and reports;
- Conducts research and prepares decision-making information on topics related to the HRTCC;
- Conducts research and prepares information on topics requested by individual clients of the HRTCC;
- Conducts specialized research by studying state statutes and regulations; reviews various planning literature; and compiles/analyzes census and other survey data and;
- Maintains flexibility to perform transportation and community development activities requested by the Executive Director in order to advance the mission and goals of the Headwaters Regional Development Commission.

Required Knowledge, Skills and Abilities:

Any combination of training and experience providing the following knowledge, skills and abilities:

Full Performance:

- Knowledge of the policies, practices and services of the Headwaters Regional Development Commission.
- Ability to develop and establish existing and new partners within the region.
- Ability to maintain working relationships with staff and other agencies.
- Ability to communicate effectively, orally, in writing, and in presentations.
- Ability to develop and maintain strong working relationships with the Region's Transportation work within organizations and communities throughout the Region.
- Commitment to furthering the mission of the HRDC.
- Ability to provide excellent customer service, communications, marketing and project management skills;
- Have attributes of an ideal team player and a can-do attitude;
- Have a strong sense of independent responsibility for the projects you are working on;
- Possess knowledge of the structure and function of state and local units of government; and
- Be skilled in the use of software programs (especially Microsoft Office Suite);
- Have research skills, including the use of statistical methods, and preparing reports/studies;
- Be able to create attractive and easy to understand tables, graphs and figures;
- Have the ability to speak to diverse groups in diverse situations to present concepts and practical information in a clear, concise, and understandable manner;
- Be able to identify and resolve problems in a timely manner, develop alternative solutions, and use reason, even when dealing with sensitive topics;
- Have the ability to establish and manage project schedules;
- Be able to facilitate committee meetings, public meetings and hearings;
- Have the ability to establish and maintain working relationships with a variety of groups and individuals;
- Be able to analyze written, verbal, numerical and graphic information and incorporate into documents. Strong editing skills are essential;
- Be able to organize documents and write in a clear and understandable manner;
- Have the ability to multi-task and balance multiple projects at once;
- Have the ability to set and achieve challenging goals and demonstrate persistence when overcoming obstacles;
- Have a strong familiarity or background with local transit systems, client-based transportation services and/or carpooling or vanpool is helpful; and

- Machines, tools, and equipment used: Computer and peripheral equipment, software applications, calculator, phone, and other typical office equipment, company and/or personal vehicle.

Pre-Employment:

- Knowledge of the fundamental issues related to the transportation programs within the region.
- Experience in a program related field.
- Ability to prepare grant applications.
- Ability to write and speak effectively.
- Ability to conduct public meetings.
- Ability to understand and operate computers, including the ability to use word processing, spreadsheet, and email software.
- Ability to initiate work and carry through to completion with little supervision.