

## Dane County

**MOBILITY PROGRAM SPECIALIST (0.5 FTE)**

<b>SALARY</b>	\$31.19 - \$39.56 Hourly	<b>LOCATION</b>	Madison, WI
<b>JOB TYPE</b>	Part Time Position (.5FTE)	<b>JOB NUMBER</b>	2023-00833
<b>DEPARTMENT</b>	Human Services Department	<b>OPENING DATE</b>	03/01/2024
<b>CLOSING DATE</b>	3/15/2024 11:59 PM Central	<b>FLSA</b>	Non-Exempt
<b>BARGAINING UNIT</b>	1871		

**Description**

Dane County Human Services has a Part-Time (0.5 FTE) vacancy for a Mobility Program Specialist position in Madison, WI.

The Eligibility List created will be used to fill future vacancies over the next six (6) months. All are encouraged to apply.

**Equity, Definition and Examples of Duties****COMMITMENT TO EQUITY AND INCLUSION**

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women and racial and ethnic minorities are especially encouraged to apply.

**DEFINITION**

This is a grant-funded position, and the grant's renewal is subject to a competitive process. Under general supervision, the position will staff a transportation call line to provide Dane County residents with information, referral and increased access to appropriate transportation resources focusing on assistance to older persons, persons with disabilities, low income workers, veterans and families; make eligibility determinations, authorize and schedule rides for individualized demand-responsive ride programs; provide coordination of individual rides as feasible; assist with hard to serve transportation issues; manage travel training referrals; and develop educational materials and web resources to increase public awareness of transportation resources. Performs related duties as assigned.

**EXAMPLES OF DUTIES**

Develop and maintain a centralized transportation resource call line; develop and maintain protocols for accepting referrals from community organizations; develop, format and provide information and referral to community transportation resources; determine eligibility for Department ride programs and ensure that clients understand application forms; revise forms as

needed; maintain data on ineligibility; authorize rides and maintain accurate records; coordinate rides where possible; develop and revise coordination protocols and tools as needed; assist clients with hard to serve transportation needs as feasible; maintain updated client files; prepare invoices for ride co-pays and monitor transportation provider invoices for accuracy; prepare reports as directed; maintain records for grant reporting; comply with all funding source financial, program and reporting requirements; develop referral format and accept referrals for travel training programs; schedule, monitor compliance, and maintain client records for travel training programs; create and maintain inventory of transportation resources and services; create customer satisfaction survey and complaint forms; maintain data on unmet need, service issues and customer satisfaction; create educational materials as needed; respond to requests for Department and community website updates, printed materials and other community information.

## **Education, Experience & Special Requirements**

### **Education, Training and Experience:**

Any combination of training and experience equivalent to a Bachelor's Degree and two (2) years' experience in either a transportation related field or in human services, public administration or an equivalent field. Certification as a Mobility Manager preferred but not required. Familiarity with Human Service transportation programs, routing and dispatching rides and working with a large database is preferred.

### **Special Requirements:**

Must have a valid driver's license, or access to reliable personal transportation, or equivalent. Occasional travel within and outside of Dane County.

**Background Check Statement:** Some positions may require a criminal background check, which can include fingerprinting due to the nature of the job's responsibilities. Wisconsin's Fair Employment Law, s. 111.31 – 111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. However, Dane County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history (e.g., the nature of the crime and its relationship to the position, whether hiring, transferring or promoting an applicant would pose an unreasonable risk to the business, its employees, customers and vendors, etc.) Management reserves the right to make employment contingent upon successful completion of the background check.

### **For Bilingual Positions:**

1. Provide services in both English and the required foreign language (e.g., Spanish, Hmong, etc.).
2. Applicants being considered for Bilingual positions will be tested during the recruitment process. This may consist of either being able to respond to questions in that language (e.g., Spanish, Hmong, etc.) during the interview; or passing an oral translation (English to foreign language / foreign language to English) exam prior to employment.

### **Physical and Environmental Work Requirements:**

Typical office environment with some exposure to occasional/moderate temperature variation, airborne particles, and noise.

## **Knowledge, Skills & Abilities**

Knowledge of public transit and transportation resources; knowledge of Dane County community resources, rural and urban; experience working directly with older adults, persons with disabilities and economically disadvantaged clients; ability to manage simultaneous tasks, negotiate and mitigate crisis, and maintain focus on detail-intensive tasks; excellent problem-solving, analysis and judgment skills; demonstrated creativity, independent initiative and organizational proficiency; excellent written and oral communication and negotiation skills; demonstrated courtesy and tact in dealing with public; and ability to use Web-based travel management software.

## Benefits

### Become a part of the Dane County Team!

We offer a wide range of benefits including fully paid dental and HMO health insurance premiums for full time employees/pro rated for part time employees. The County will also provide contributions towards POS health insurance premiums and short/long term disability. Additional benefits available include long term care, vision coverage, flex spending account and deferred compensation programs paid in full by the employee and a wellness program. For further details on insurance benefits visit

<https://admin.countyofdane.com/employee-relations/active-employee>

Bilingual Pay: Employees who work in bilingual designated positions receive an additional \$2.00 per hour.

Undesirable Hours Premium Pay: Employees may receive undesirable hours pay of \$2.00 for anytime worked between 6:00 p.m. and 6:00 a.m and for anytime on Saturday and/or Sunday. (not applicable with all employee groups).

Paid Parental Leave: Dane County also provides 12 weeks of paid parental leave for birth or adoption of a child.

Caregiver Leave: Dane County offers 80 hours of paid leave to care for an ill family member.

Telecommuting: Telecommuting allows employees to work remotely for all or part of their workweek. Dane County considers telecommuting to be a viable, flexible option when both the employee and the job are suited to such an arrangement. Dane County will permit telecommuting when it benefits the productivity of the employee and their department and if determined by employee's department that telecommuting is not detrimental to either the County or the employee.

Student Loan Forgiveness: If you are employed by a government or not-for-profit organization, you may be able to receive loan forgiveness under the Public Service Loan Forgiveness (PSLF) Program.

WI Retirement System: Employees hired after 7-1-11 must be expected to work a minimum of 1200 hours annually to be enrolled in the Wisconsin Retirement System when hired.

Like our Facebook page: <https://www.facebook.com/DaneCountyEmployeeRelations/>

Dane County participates in E-Verify. For more information see the Notice of E-Verify Participation and Right to Work posters here" and then the 'here' links to this page: <https://admin.countyofdane.com/employee-relations>

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## Agency

Dane County

## MOBILITY PROGRAM SPECIALIST (0.5 FTE) Supplemental Questionnaire

### \*QUESTION 1

Do you have any combination of training and experience equivalent to a Bachelor's Degree?

- Yes
- No

### \*QUESTION 2

Do you have two (2) years' experience in either a transportation related field or in human services, public administration or an equivalent field?

Yes No**\*QUESTION 3**

**THIS QUESTION WILL BE GRADED** Describe your experience in the field of transportation or operating a customer service call center. Describe the positions you have held, how long you held each position, the duties of each position and the skills you needed to perform the duties of each position. Please describe two accomplishments during your career of which you are proud.

**\*QUESTION 4**

**THIS QUESTION WILL BE GRADED** This position is responsible for maintaining a centralized transportation resource call line that provides information and access to transportation resources for seniors, peoples with disabilities, low-income workers and families. Describe requirements, expectations and/or features you would include in operating a transportation call center or customer service center. Include the transportation resources for the elderly, people with disabilities, low-income workers and families with which you are familiar.

**\*QUESTION 5**

**THIS QUESTION WILL BE GRADED** This position is responsible for transportation data collection, creating educational materials and designing applications/forms/surveys. Please describe your experience in gathering, organizing and analyzing data; creating education documents for the public and developing forms/ applications. Give specific examples. Include different software programs with which you are familiar.

\* Required Question