

JOB OPENING ANNOUNCEMENT

Apply On-line at <https://www.samtrans.com/jobs>

Employment Hotline 650-508-6308

April 28, 2023

TITLE: Program Coordinator, Senior and Veteran Mobility
EMPLOYMENT TYPE: Non-Exempt (Full-Time)
DIVISION: Bus Transportation
APPLICATION DEADLINE: Sunday, May 21, 2023
PAY RANGE: \$43.24 - \$64.87 hourly (\$89,949.00 - \$134, 924 estimated annual)
WORK LOCATION: San Carlos, CA

JOB SUMMARY: The Project Coordinator, Senior and Veteran Mobility reports to the Manager, Accessible Transit Services and is responsible for coordinating senior-citizen and veteran customer outreach and support programs for the San Mateo County Transit District (SamTrans), Peninsula Corridor Joint Powers Board (Caltrain), and San Mateo County Transportation Authority (TA).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Develop, plan, organize and execute customer outreach programs and events for senior citizens and veterans.
- Recruit, train, and supervise volunteers to support outreach activities.
- Act as a liaison to government agencies, non-profit organizations, and other groups that provide services to seniors, veterans, and people with disabilities. Attend meetings.
- Provide administrative, analytical, and data entry support.
- Assist with day-to-day operation of Accessible Transit Services department.

EXAMPLES OF DUTIES:

- Set goals, objectives, and policies for Mobility Ambassadors and Veterans volunteers in the Senior Mobility Initiative and Veteran Volunteer programs.
- Plan, organize and implement volunteer training and volunteer recognition events and activities.
- Monitor and evaluate the efficiency and effectiveness of Senior Mobility Initiatives, Veteran Volunteer programs, outreach events and other programs.
- Prepare reports.
- Track volunteer hours, the number of people who receive training, and the number of people at outreach events
- (Duplicates essential function listed above.) (Duplicates additional functions listed above.) Prepare and maintain procedural and training manuals. (Potentially duplicates duties listed above.)
- Works with Communications team and others to generate and review a variety of materials for marketing, informational or educational purposes.
- Provides information and referral services to connect people with appropriate transportation alternatives.
- Performs all job duties and responsibilities in a safe manner to protect one's self, fellow employees and the public from injury or harm. Promotes safety awareness and follows safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as required.

SUPERVISION: Works under the supervision of the Manager, Accessible Transit Services, who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- A Bachelor's Degree in social services, marketing, business, public policy, health education, or a related field
- Two years coordinating community outreach, including organizing volunteer groups or supervising volunteers.

PREFERRED QUALIFICATIONS:

- Proficient in the use of Microsoft Office applications.
- Effective written and oral communications skills.
- Must have a valid California Driver License.
- Ability to travel to alternate locations in the course of work. (For example, to attend outreach events.)
- Must be able to lift and carry up to 20 pounds. (For example, boxes of marketing materials to bring to community outreach events.)
- Knowledge of techniques and strategies for recruiting, leading, training, supervising and mentoring volunteers.

SELECTION PROCESS MAY INCLUDE: The process will include a panel interview and may include written and skills test assessments or supplemental questions. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

CURRENT EMPLOYMENT BENEFITS AT SAMTRANS:

For additional information on SamTrans benefits, please visit, <https://www.samtrans.com/jobs>

Holidays:	Seven (7) paid holidays, plus up to four (4) floating holidays per year
Paid Time Off:	Up to 21 days per year
Cafeteria Plans:	Medical, dental, vision care, group life insurance and more
Transportation:	Free Bus Transportation for employees and qualified dependents
Work Location:	Select positions are eligible to work remote up to 50% of the time
Pension:	Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none">• Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation• New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:

- To apply, please visit the <https://www.samtrans.com/jobs>. Complete an online employment application by 11:59 p.m. on Sunday, May 21,2023 A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at (650) 508-6308 or email written request to recruitment@samtrans.com.
- SamTrans celebrates diversity and is committed to creating an inclusive and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.