

POSITION AVAILABLE

Position Title: **Travel Training Specialist**

Monthly Salary Range: Mid Range
\$2,790 \$3,486 \$4,183

Application Deadline: Open Until Filled

POSITION SUMMARY

The Riverside Transit Agency is recruiting for the position of Travel Training Specialist. Under the direct supervision of the Travel Training Supervisor, the Travel Training Specialist primarily conducts in-person assessments of passengers seeking training and teaches program participants to travel safely and independently by accessing public transportation throughout Riverside County as appropriate. In addition, this position represents the Agency to the public through a planned program utilizing public presentations, community events, special programs, business, community and organization partnerships, and public information dissemination to accomplish Agency and department objectives. Primary objectives are to enhance the mobility of RTA passengers, support Agency programs and initiatives, increase ridership and passenger independence. Provides assistance with program marketing, community outreach and passenger relations activities.

DUTIES AND RESPONSIBILITIES include the following: (Other duties may be assigned.)

- Completes in person intake assessment on individuals interested in travel training instruction. Determines which method of training is appropriate (group, peer, specialized instruction, etc.). Provides customer service assistance as required. Based on the ability level and goals of the individual, develops a personalized plan of instruction.
- Maintains a working knowledge of all public transportation systems in Riverside County. Develops a resource database to ensure coordination with all relevant resources to minimize duplication of efforts and maximize collaboration.
- Provides individualized, one-on-one field training to participants referred for travel training. Field training includes, but is not limited to:
 - Schedule trainings at the time and location of the specific routes requested (**Work hours must be flexible to facilitate this task**)
 - Ensure training reinforces the importance of safety and independent travel
 - Build rapport with family and participant’s support network
 - Develop navigation and travel skills appropriate to each participant
 - Develop strategies with each participant on what to do if they are lost or confused when traveling. Establish protocols for emergency situation management including how to contact law enforcement if needed.
- Provides travel training in a group setting or as part of peer-supported travel training sessions.
- After training, evaluates each participant’s level of success with training provided, and develops a short and long-term plan for support of new skills. Evaluates each individual’s ability to travel independently, and makes recommendations for continued participation or removal from program (due to safety concerns.)
- Completes all reports and paperwork including intake assessment, goal setting and plan, progressive evaluation (both initial and long term), and final one-year anniversary assessments.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform the job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

Education and/or Experience

Bachelor’s degree in a related field with a minimum of two years of progressively responsible experience that is directly related to the duties and responsibilities specified. Additional education may be substituted for experience, and educational qualifications may be waived depending on work history and/or ability.

Travel Training Specialist continued...

Language Skills

Ability to communicate effectively both orally and in writing, with both program participants and with diverse organizations within the community. Possess excellent customer relations skills. **Bilingual ability (Spanish) a must.**

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight, measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certifications, Licenses, Registrations:

Must possess a valid California driver's license.

Other Skills and Abilities

Must possess excellent interpersonal, verbal and written communications skills. Must demonstrate the ability to work with a diverse group of participants, including the ability to work with persons with disabilities. Experience with special needs transportation and/or related services is preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. The noise level in the work environment is usually moderate. **Employee will be required to spend a portion of their work hours riding the public transit bus system and in community meeting environments.**

BENEFITS SUMMARY

- California Public Employment Retirement System (CalPERS) ; no payment to social security.
- HMO Medical, dental and vision insurance are either fully paid or offered at minimal cost for employee only coverage, with a contribution toward dependent coverage
- Basic Life and Long-Term Disability insurance fully paid for employee
- Deferred Compensation programs available
- Free Transportation Pass for employee & dependents
- Credit Union membership available
- Direct Deposit available
- Paid time off: Accrue at a rate of 2 weeks vacation 1st year, 5 floating holidays annually, 8 regular holidays, annually, and 12 sick leave days annually

SELECTION PROCESS

Applications will be evaluated and we will invite the most qualified candidates to complete a written exam. The applicants who score the highest will be invited for an interview. **BE ADVISED: The RTA application must be fully completed. Any questions unanswered may cause you to be excluded from the selection process.**

FOR CONSIDERATION

All applicants must complete an RTA application available at 1825 Third Street, Riverside and on our website at www.riversidetransit.com. *A resume may not be used in lieu of a completed application and postmarks will not be accepted.*

AN EQUAL OPPORTUNITY - AFFIRMATIVE ACTION EMPLOYER

1825 Third Street * P.O. Box 59968 * Riverside, CA 92517 * (951) 565-5000

Applicants will be required to pass a pre-employment physical prior to employment.