

Community Connection of Northeast Oregon, Inc.
 Position Description
Transportation Travel and Training Coordination Specialist
 Salary Range 20 (\$20.34 - \$29.58 per hour)

Position Classification	
Salary	
Hourly -----	X
Overtime Exempt	
Overtime Non-Exempt --	X
Safety Sensitive	

General Statement of Duties

The Transportation Travel and Training Coordination Specialist designs, delivers, and evaluates travel training services that help older adults, individuals with disabilities, and other riders navigate public transit safely and independently. This role leads community outreach, stakeholder engagement, program marketing, data collection/reporting, and policy/compliance activities that support mobility, accessibility, and ridership across all public transportation services within Region 5 and other county-based demand-response and intercity transit services.

Supervision Received

Works under the supervision of the Transportation Program Manager.

Supervision Exercised

This position has no supervisory responsibilities.

Typical Example of Work (Any one position will not usually involve all the duties listed, and many positions involve duties, which are not listed)

Travel Training Program Development and Implementation

1. Design and deliver individualized and group travel-training programs, including curriculum, materials, and safety guidelines.
2. Conduct initial intake and mobility assessments and comfort level with public transit.
3. Provide hands-on instruction including guided trips and use of accessibility features.
4. Teach schedule reading, route planning, fare purchase/use, accessibility features, and trip safety.

Community Outreach and Engagement

5. Build partnerships with community organizations, senior centers, disability advocacy groups, social service agencies, and transit providers.
6. Facilitate presentations/workshops to raise awareness of travel training opportunities.
7. Serve as a liaison between the transit agency and the community member to address accessibility concerns and expand mobility options.

Marketing and Public Awareness

8. Develop and execute marketing campaigns with a focus on program promotion and increasing ridership; create print/digital materials (brochures, flyers, posters, social media, short videos).
9. Coordinate with applicable transit agency staff on media and advertising (e.g., bus ads/PSAs).

10. Ensure complete, accurate, and effective program web presence through regular updates, resources, and contact information with a focus on amplifying success stories to increase awareness and ridership.

Data Collection, Reporting and Program Evaluation

11. Track sessions, participant progress, outcomes, and service impacts; conduct follow-ups to measure confidence/independence.
12. Prepare internal funding reports and recommend improvements using participant feedback and performance metrics.

Policy and Compliance

13. Maintain working knowledge of ADA and applicable federal/state/local transit accessibility requirements; ensure program compliance and best practices in mobility training.

Other Duties

14. Participate in meetings and training; regional travel (and occasional overnights) may be required.
15. Fieldwork is required, such as accompanying trainees on public transit.
16. All other duties as assigned.

Required Education, Training (including Accreditation and/or Licensing) and/or Experience

- ~ High School graduate or GED certificate required.
- ~ Post-secondary education is preferred.
- ~ Valid Oregon Driver's License is required.
- ~ Education and/or experience in marketing, outreach, or community engagement preferred.
- ~ Experience in travel training, mobility instruction, and/or working with older adults and individuals with disabilities preferred.

Knowledge, Skills, and Abilities

Knowledge:

the body of information you have that can be applied in helping you to do the job

- ~ Knowledge of various local, state, and federal program rules and regulations, and how they apply to the non-profit sector.
- ~ Knowledge of public transit systems, accessibility laws, and adaptive mobility tools.
- ~ General knowledge of standard office procedures.

Skills:

the quantifiable and measured handling of things, data or people, either verbally, manually, or mentally to accomplish an objective

- ~ General computer skills including, but not limited to, Microsoft Word and Excel, typing, and data entry.
- ~ Critical thinking and analytical skills required. Must be self-directed, have efficient time management and organizational skills.
- ~~ Must possess strong writing and communication skills.

Abilities:

the capacity to perform or to express a given skill

- ~ Demonstrate the ability to apply the required knowledge and skill listed to a positive work outcome.
- ~ Possess the ability to direct/teach effectively over the phone and in person.
- ~ Proficient in the use of office machines such as fax machines, copiers, multi-line phone systems.
- ~ Ability to organize and complete work assignments in a neat and timely fashion.
- ~ Demonstrate the ability to work pleasantly with the public and staff in person and on the phone. Requires effective communication and working relationships with all transit agency staff and the clients in the communities we serve.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- ~ Position requires sitting, standing, walking, bending, lifting, carrying, and kneeling.
- ~ Ability to lift up to 35 lbs. to lift and carry any resources/materials from site to site and/or outreach events.
- ~ Noise environment may shift between that of a busy office to a quiet office environment, depending on the task at hand. Frequent telephone use and in-person appointments contribute to this type of environment.
- ~ Traveling to meetings, outreach events, and appointments may result in longer periods of sitting while driving or riding in a vehicle.

Must pass a pre-employment drug test and criminal history background check.

Community Connection is an Equal Opportunity Employer. We do not discriminate on the basis of race, 4religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

If you need assistance or an accommodation due to a disability, you may contact us at jobs@ccno.org or you may call us at 1-541-963-3186.
