



**Mobility Coordinator**  
**Delaware County Transit**

**Internal Applications are being accepted for the position of  
Full-Time Mobility Coordinator  
with Delaware County Transit (DCT)**

This position is responsible for providing customer service, scheduling transportation, coordinating transportation services with other transportation sources as needed, and becoming familiar with resources in the Community to improve overall mobility for the general public.

**Qualifications include:**

- High School Diploma, GED or equivalent work experience;
- A valid Driver's License, as well as an acceptable driving record;
- Ability to communicate effectively, both orally and in writing;
- Ability to perform basic arithmetic, read, and interpret documents;
- Ability to speak effectively with individuals and small groups, respond to questions, instruct, train, and provide directions to customers;
- Ability to establish and maintain working relationship within various departments;
- Ability to work independently;
- Ability to handle multiple priorities and projects as directed;
- Ability to demonstrate initiative and judgment;
- Ability to use tact and discretion, and maintain confidentiality;
- Utilize multi-line phone and manage multiple calls at once;
- Customer service experience, exhibits a passion and desire to help others;
- Ability to work effectively with clients and customers, specifically elderly, disabled or medically fragile individuals or the family members of clients and customers who may be upset, distraught, irate, emotionally, mentally or otherwise unable to function within reasonable range of constructive behaviors;
- Ability to work with various transportation providers to assist clients;
- Thorough knowledge of DCTB policies and rules, as it applies to the general public; and
- Ability to work a flexible schedule anytime between the hours of 5:00 am to 9:00 pm. Monday through Friday; and Saturdays, 6:00 am to 6:00 pm

**Responsibilities include, but are not limited to:**

- Strong emphasis on telephone interaction with the Public and other business offices. This position is a very telephone heavy position;
- Continuous email monitoring for incoming transportation requests via email;
- Ability to accurately collect and input personal information into computer software;
- Maintain records of transportation requests in a manner that can easily be retrieved upon request;
- Interact with individuals coming into the building;
- Maintain a calm and professional demeanor when working with clients and/or client's families during emotional and/or stressful situations
- Proficient in learning and working in a variety of software programs;
- Familiarize and become proficient with various transportation options in the area;
- Provides individuals with resources and transportation options, i.e. travel training;
- Familiarize and become proficient with options available to remove barriers for transportation for individuals seeking transportation inside and outside of the Delaware County limits;
- Participate in outreach and education efforts on transportation resources;
- Builds and maintains a working relationship between community partners relevant to connecting transportation;
- Performs dispatching and scheduling duties as needed for effective collaboration with mobility management; and
- Performs others duties as assigned by supervisor.

**Starting Pay Rate: \$20.46 per hour**

**To apply, please fill out an application online at [delcotransit.com](http://delcotransit.com) or at our office.**

**Delaware County Transit  
119 Henderson Ct.  
Delaware, Ohio 43015  
M-F, 9:00 a.m. - 4:00 p.m.**

You may also call or email Kathy Laughlin with any questions @ [KathyLaughlin@delcotransit.com](mailto:KathyLaughlin@delcotransit.com) 740-513-2207

*DCT is a drug and alcohol-free workplace. All job offers are contingent upon taking and passing a pre-employment drug and alcohol test, a pre-employment physical, and a background check.*

**DELAWARE COUNTY, OHIO  
Equal Opportunity / Affirmative Action Employer**

**M / F / V / D**