



Job Specification

Job Title: Outreach - Direct Services Specialist	FLSA Type: Exempt	Date Established: N/A
Department: Transportation	EEO Code: 06	Date Revised:
Class Code: 35-10-21	Reports To: Executive Manager of Paratransit	Date Approved:

Job Summary

Under general supervision, the Outreach - Direct Services Specialist is responsible for providing information and education to the Department of Transportation personnel and the public relative to paratransit operations.

Essential Duties and Responsibilities

- Develop, update, and maintain a supply of brochures, pamphlets or newsletters related to outreach and education.
- Research, write, edit, and periodically update rider's guides, publications, and other pertinent materials.
- Visit agencies and communities to educate new riders about the paratransit services offered and education opportunities.
- Train current bus operators and supervisors regarding the American with Disability Act (ADA) and provide sensitive training towards members of the disabled, senior citizens and transportation disadvantaged communities.
- Produce periodic reports for management and public review of the outreach and education programs results.
- Plan, coordinate and participate in fairs and festivals, special events and promotion events. Assist in coordination of special community meetings.
- Assist in identifying riders using paratransit that may be better served utilizing the fixed route or other means of transportation.
- Educate paratransit riders and agencies on the advantages of utilizing the fixed route and encourages
- Deliver speeches and presentations on paratransit services.

Qualifications (required):

- High School Diploma or G. E. D. (General Educational Development) equivalent.
- Minimum of two (2) years of experience working in social services, disability/accessibility and/or accommodations for the disabled.

Qualifications (preferred):

- Bachelor's Degree preferred.

Knowledge, Skills, and Abilities

- Knowledge of federal, state, and local legislation regarding persons with disabilities.
- Knowledge of The Americans with Disabilities Act (ADA) as it relates to public transit.
- Knowledge of the special needs of the elderly and disability transit community.

- Ability to assemble and write a variety of outreach and education material; including but not limited to training, pamphlets, reports, brochures.
- Excellent presentation, oral and written communication skills.
- Advanced skill in the use of personal computers and common office software.
- Ability to stay up to date on current industry knowledge and best practices relative to public transit operations.
- Ability to maintain sensitivity for and relate to the needs of individuals with disabilities.

Licenses, Certifications, and Other Special Requirements:

Valid State of Michigan Operator's License required.

Candidates considered for placement in this classification may be subject to a Criminal Background Investigation based on the requirements of the position.

Physical Demands

The employee generally remains in a stationary position for an extended period of time operating standard office equipment which may include computers, telephones, photocopiers, and fax machines. The employee is expected to move about to accomplish tasks such as opening file cabinets and moving files. Must be able to lift, push, pull, and carry up to (25) pounds.

Work Environment

Work is performed primarily in an office environment. Some work requires travel to meetings, conferences, and other work sites with exposure to seasonal weather conditions. Must be able to work nights, weekends, and holidays.

The above statements reflect the general nature and level of work performed by employees assigned to this class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Essential duties may vary from position to position.

Notes: