

Job Title: 2-1-1 Transportation Specialist

Responsible to: 2-1-1 Call Center Manager, HSC Deputy Director

Job Summary: The 2-1-1 Transportation Specialist will assist in implementation of the TMaaS (Tompkins Mobility-as-a-Service) pilot project. TMaaS is a partnership of several organizations, including the Human Services Coalition, which are collaborating under a federal grant received by Tompkins County. This position will be responsible for developing and maintaining connections with area transportation providers and employers, providing solutions-focused assistance to a caseload of clients, particularly individuals underserved by transportation services, individuals in rural communities, and inter/cross-county commuters lacking consistent access or affordable transportation options.

Position: \$24 per hour. Non-exempt, full-time, 37.5 hours per week. *This is a temporary, grant-funded position through December 2024/January 2025.*

Consistent with the Human Services Coalition's Hybrid Work Policy, a flexible, hybrid schedule (in-office and remote) may be possible. Some in-office hours are required. Remote work requires access to high-speed internet and router. After an initial training period, some early evening hours will be required in order to provide customer service to commuters and full time workers outside of business hours. Final schedule to be worked out in conjunction with supervisor.

Duties and Responsibilities:

Client Engagement/Case Management

- Obtain Community Service Specialist training through the 2-1-1 Tompkins Cortland Contact Center, including use of the database of resources, the information and referral process, use of multiple communication mediums (calls, text messages, internet chat, email, in person), and responding to related non-transportation needs.
- Receive client referrals or direct client inquiries, establishing connection and rapport with clientele. Gain an understanding of each client's unique transportation needs and develop short-term and possible long-term approaches to address these needs.
- Maintain a supply of bus passes from TCAT and cross-county providers, distributing limited numbers to public transit riders and commuters. Keep up-to date, organized records of pass distribution.
- Provide additional program and service referrals to clients, notably to other project partners (including GO ITHACA for the emergency ride program) and other supports in the community.

Capacity Building and Outreach

- Develop connections with area transportation providers and receive training to learn service procedures for each provider.
- Work closely with local public transit provider, TCAT, becoming familiar with both urban and rural routes and use of available bus tracking apps.

- Connect with area employers to provide information on the TMaaS project offerings and how they might support meeting employees' transportation needs.
- Develop a working knowledge of cross-county and inter-city bus transit options, becoming familiar with route information and where connection points exist.
- Gain an understanding of the TMaaS app currently in development, staying closely connected with the project team during development in order to support use of the app once completed.
- Working with TMaaS project partners, assist in development of marketing plans for targeted outreach to underserved populations, particularly those in rural communities, as well as commuters originating within Tompkins county or from bordering counties.
- Assist with marketing efforts of the TMaaS pilot project, connecting with transportation providers, community groups, and other organizations to raise awareness. Assist with hosting community forums and small or large group presentations as needed.

Data Management/Administrative

- Receive training on use of 2-1-1 SaaS (Software as a Service) platforms for client record tracking, referrals and case notes.
- Keep accurate and complete work files, including records, documentation, and other materials. Maintain organized records of client interactions, referrals provided, and follow up activities as appropriate.
- Work closely with TMaaS project manager at Tompkins County, responding in a timely manner to requests for statistical and narrative data/information needed for required reporting.
- Respond to requests from the independent evaluator team (from the federal funder) for data, reporting, and interviews in a timely manner throughout the second half of the pilot
- Participate in Human Services Coalition activities and planning, including organization-wide and 2-1-1 program-specific tasks.
- Carry out other activities or responsibilities as assigned.

Qualifications:

- Strong verbal communication skills and comfort with communicating in person and by phone, email, text message, and other mediums. Able to present to groups and meet with clients, employers and transit providers.
- Written ability to keep case notes, contribute to reports, and develop outreach materials.
- Comfort with computers and web-based systems. Familiarity with databases, Microsoft Office, and Google Apps a plus.
- Knowledge of or interest in learning the human services network.
- Knowledge of area transportation providers is preferred.
- Self-directed, and able to work well independently as well as part of a team.
- Demonstration of a helpful, positive, and nonjudgmental approach, showing respect and fairness for each client.