

## Position Description

**Position:** Mobility & Transportation Advocate, Administration I. The MTA is a full-time, non-exempt position and subject to the provisions of the Fair Labor Standards Act.

**Reports to:** Director, Getthere

**General Duties and Responsibilities:** The Mobility & Transportation Advocate, Administration I (MTA Admin I) plays a critical role within the Getthere mobility management team. Incumbent will split time between working directly with clients through the Getthere Call Center and managing Getthere's administrative tasks.

As a member of the Call Center, the MTA Admin I will provide one-on-one transportation case management, education, and assistance to older adults, people with disabilities, and lower-income individuals. They will utilize mobility management strategies to improve transportation access, independence, and service coordination. Additionally, the MTA Admin I will lead the program's administrative apparatus and oversee various functions related to procurement, office management, inventory, invoicing and payment remittance, filing and record keeping, and contracting.

**Specific Responsibilities:** The responsibilities of the Mobility and Transportation Advocate, Administration I (MTA Admin I) include, but are not limited to, the following:

### Direct Service to Clientele through Call Center (45%-55% of time)

- Assist older adults, people with disabilities, and lower-income individuals contacting the Getthere Call Center in need of transportation to health care, food, and employment through comprehensive case management.
- Provide callers with transportation education, assist with travel planning and scheduling, troubleshoot difficult transportation situations, help callers navigate complex transportation systems, and collaborate with and provide referrals to community partners.
- Enter and maintain accurate records of transportation case management services and activities in Getthere's customer relationship management and data tracking systems.
- Attend educational and training opportunities to improve knowledge of mobility management and improve customer service and administrative skills.

### Mobility Support and Administration (45%-55% of time)

- Manage Mirabito fuel card inventory. This includes ordering fuel cards, documentation of receipt and remittance, physical security and loss prevention, and periodic audit and reconciliation of records and physical supply.
- Responsible for receipt of transportation provider invoices, trip documentation, reconciliation, tracking, and expense authorization creation for signature by Getthere Director.
- Responsible for printing, mailing, and receiving Getthere rider receipts and receipt documentation in Google Sheets.

- Manage Getthere voicemail system and the distribution of voicemails to Getthere staff.
- Ensure phone systems, Intermedia Unite app and call rotation system, and Getthere printer are in working order.
- Document Getthere check donations and trip shares, monitors payment register. Work with the Rural Health Network (RHN) Development Director to track donations.
- Work with RHN Administrative Services Coordinator to ensure all functions are executed in accordance with established protocol.
- Obtain cost estimates as part of Getthere procurement policies and procedures. File associated documentation in accordance with appropriate regulations.
- Track Getthere office supplies.
- Communicate with vendors, suppliers, partner organizations, and contracted service providers, as needed.
- Prepare Getthere meeting documents and record meeting minutes.
- Other tasks as needed.
- Support the Rural Health Network as a contributing team member dedicated to collaborating across programs to provide exceptional service to clients, stakeholders, and the larger community.

**Minimum Qualifications:** Getthere is looking for an MTA, Administration with the following qualifications to join our growing team:

- Associate's Degree with a focus in health, human services, or a related field, or a combination of education and experience.
- Commitment to helping others, particularly disadvantaged community members, with an interest in health and wellness, social justice, and/or rural communities.
- Strong customer service and interpersonal skills with a human-centered, respectful approach.
- Excellent verbal and written communication.
- Team player that enjoys collaborating with coworkers.
- Self-starter with a keen attention to detail and desire to tackle problems heads on.
- Experience navigating difficult situations with sensitivity and discretion.
- Knowledge of standard desktop computer programs (Microsoft Office, Gmail) with the ability to learn Getthere's customer relationship management and data tracking system.

**Compensation and Benefits:** The Rural Health Network of South Central New York offers competitive health insurance, dental, and vision plans along with vacation, sick, and personal time. A retirement package is available to staff after one year of service. The Rural Health Network and Getthere encourages and promotes professional development and teamwork through staff trainings, gatherings, and opportunities to collaborate within the organization.

Getthere currently operates on a hybrid model, with staff working both from home and onsite. However, this position has significant office-based responsibilities that will require a physical presence at RHN's office, located at 455 Court Street in Binghamton. Incumbent should anticipate working up to five days per week, and no less than three days per week at the RHN office.