

## POSITION DESCRIPTION

### Arrowhead Regional Development Commission

**Job Title:** Transportation Trainer  
**Division:** ARDC Planning  
**Reports To:** ARDC Planning Director  
**Classification:** Office Support III  
**FLSA Status:** Non-exempt

**Job Summary:** Transportation Trainer will work with ARDC's Planning Division staff on developing a transportation advocate curriculum specific to the Arrowhead Region's public transit, on-demand transit bus services, and other transportation modes in the region. The Transportation Trainer will work with the Regional Transportation Coordinating Council (RTCC) Coordinator to develop and implement curriculum to identify and train 'Transportation Advocates' to provide guidance and information to potential transit riders. The Transportation Trainer will evaluate the program's effectiveness and identifying potential process changes.

#### Primary Duties and Responsibilities:

- Compile existing travel training resources. Market existing service and identify needs that are not being met.
- Work with partners – direct client service organizations, public transit agencies, private and non-profit transportation providers, communities, schools, faith groups, and non-profit agencies – to see that services are not duplicated but rather are complimentary, aligned, and delivered to partners who can utilize the service most effectively.
- Develop and implement curriculum to identify and train 'Transportation Advocates' and evaluation methods to define and track success of the project.
- Conduct group or individual orientation sessions for Transportation Advocates and follow up sessions as needed.
- Work with Transportation Advocates to affirm strengths, develop skills, and promote self-reliance.
- Deliver government services in a respectful, responsive, and solution-oriented manner.
- Design documents and/or other educational materials– work with websites, transit service maps (print & online), webinars, etc.
- Give updates and reports to boards and/or committees.
- Attend RTCC meetings and planning team meetings.
- Work with the team to support all division projects.
- Drive agency vehicle to conduct field work.

**POSITION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability and physical demands required, and environmental characteristics encountered. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. **A valid driver's license is required.**

**Education/Experience:** A minimum of an Associate's degree (Bachelor's degree preferred) in Human Services, Education, Business, or related field or three years' experience in formal teaching or training.

**Competencies:** Strong communication skills – ability to express ideas clearly and effectively in both written and oral form; proficient keyboarding and computer skills, including electronic mail, word processing, presentations, spreadsheets, graphics, and social networking; self-motivated to work independently in a collaborative work setting and maintain effective interpersonal relationships by being respectful, tactful, cooperative, professional and displaying a positive attitude; highly organized and detail oriented with ability to establish priorities, identify and solve problems and handle multiple tasks simultaneously in spite of interruptions; flexible and adaptable when necessary to modify plans and behavior to meet a goal; ability and motivation to quickly learn new job-related information and keep informed of all projects and changing situations; ability to prioritize tasks and handle multiple task simultaneously; tolerance for stress – maintain stability under pressure.

**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence and documents. Ability to design document covers and graphics. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.

**Mathematical Skills:** Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurements, volume and distance.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Physical Demands:** The employee is regularly required to talk and hear. The employee is frequently required to stand, walk, sit, use hands to finger, handle or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, distance, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment:** This position is located in Duluth, MN. Work from home options may be made available in a hybrid model but employees are required to demonstrate

successful performance. While performing duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the office is usually moderate.

**Travel:** This position requires moderate travel within the region, attendance at night meetings, and minimal overnight travel.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date