



Mobility Outreach Coordinator

The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications for two Mobility Outreach Coordinator positions. One position will be assigned to work primarily in the Southside of Chicago, North Central Cook County, and Kane County. The other position will be assigned to work primarily in Will County and Southern Cook County.

Under the direction of the Manager, Mobility Education, in the RTA Mobility Services Department, the Mobility Outreach Coordinator coordinates and provides presentations representing the RTA at resource fairs and outreach events hosted at community organizations that serve people with disabilities and older adults. The open positions will work either primarily throughout the Southside of Chicago, Kane County, and North Central Cook County, or primarily throughout Will County and Southern Cook County. Occasional travel to agencies located throughout the RTA's region 6-county region is required. Staff will be responsible for providing presentations and attending resource fairs to educate participants on the RTA Customer Programs, the ADA accessibility of the RTA transportation system, to promote travel on CTA, Pace and Metra, and to provide information on other community transportation resources available to older adults and customers with disabilities. This position will also assist the Manager with various tasks associated with the full Mobility Management Program.

Responsibilities include, but are not limited to:

- Performs in-person, phone, and mail outreach to community organizations that serve people with disabilities and older adults, to schedule and coordinate training presentations.
- Performs accessible fixed route transit training presentations to older adults and people with disabilities at community organizations.
- In cooperation with the Manager, assists with the implementation of an evolving RTA Mobility Services Program. Tasks include, but are not limited to, providing assistance with the creation of mobility related videos and educational materials, performing quality assurance tasks, and becoming the go-to person to educate and inform customers on RTA programs and fixed route transportation in the assigned area.
- Attend events and public meetings to support services offered by the Mobility Services Department, as well as the RTA's affiliated transit authorities (CTA, Metra, and Pace).
- Fields customer inquiries regarding all programs across the RTA's Mobility Services Department.

Candidates must have the knowledge, skills, and abilities equivalent to a bachelor's degree in Social Work, Psychology, Sociology, Special Recreation, or other related field. Candidates must have at least 3 years previous experience performing community outreach activities, including presentations, and at least 2 years of experience working with individuals with a variety of disabilities and from diverse cultural backgrounds. Excellent public speaking skills are required for this position. Case management skills and Bilingual skills a plus. Some evenings and weekend work are required on an as-needed basis for events.

The RTA offers a competitive compensation and benefits package and reimburses for travel at the federal rate for mileage reimbursement. Relocation is not available. For more information about the RTA, visit our website at RTAChicago.org.

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Minimum Salary: \$50,000

Please submit a cover letter, resume and salary history to:

Regional Transportation Authority
Human Resources, Attn: 19-MOC
175 W. Jackson, Suite 1650
Chicago, IL 60604

To apply online go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=231>

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