



## Job Announcement

**Job Title:** Travel Trainer  
**Reports To:** Senior Program Manager  
**FLSA Status:** Exempt  
**Prepared Date:** January 2023  
**Approved By:** PVTA Technical Committee

**Salary Range:** \$61,296 to \$74,504

Pomona Valley Transportation Authority is seeking applicants for the position of **Travel Trainer**.

**Pomona Valley Transportation (PVTA)** is the specialized transportation provider for the cities of Claremont, La Verne, Pomona and San Dimas. PVTA currently operates several specialized services in the area. The position reports directly to the Senior Program Manager

### **Travel Trainer Description**

The position is responsible for the formulation, implementation, and training for the Pomona Valley Transportation Authority's travel training program for seniors and persons with disabilities. As a travel trainer, you will typically work with senior citizens or people with disabilities who want to learn how to travel via Pomona Valley Transportation Authority services and other public transportation systems on their own. You may also work with non-disabled people who need help learning how to navigate the use of multiple transportation systems. Your responsibilities will be to provide education and training for clients both in a classroom setting and on-site training where you travel with them until they feel comfortable utilizing the services independently. You can perform your duties one-on-one or with groups of clients. The travel trainer will work directly with the Mobility Manager to recruit and schedule new clients.

**DUTIES AND RESPONSIBILITIES** *include the following.*

1. Coordinates and provides one-on-one and small group travel training instruction to individuals with special needs, seniors and students in the safe and proper use of Pomona Valley Transportation services and other public transportation;
2. Create a training guide with the help of the Senior Program Manager and provide training and instruction in a variety of areas including, but not limited to, bus rules and regulations, appropriate public behavior, safety skills (including crossing the street, signage, emergency procedures, how to read a bus schedule, landmark identification, bus pass procedures, ) how to use PVRTA and other agencies mobile APPs/websites/ other softwares;
3. Maintains detailed records of client progress and prepares required reports as needed;
4. Conducts and/or participates in program orientation presentation to community groups and organizations to explain program services and operations;
5. Plans and develops individualized training schedules for program participants including identification of special needs training.

**OTHER DUTIES AND RESPONSIBILITIES** *Other duties may be assigned.*

1. **Passenger Registration**-Assess riders needs and register passengers for the appropriate service.
2. **Transportation Information**-Provides callers, walk-in customers, and community partners with information on all transportation resources serving the Pomona Valley.
3. **Transportation Inventory** - Work with Mobility Manager to maintain the transportation inventory. Help develop and maintain a database of the public and human services transportation resources serving the Pomona Valley and surrounding areas.
4. **Social Media**-Develop, implement and manage PVRTA's social media platforms.
5. **Transit Store**- Helps manage operations of the "Transit Store." The Transit Store is a physical location residents visit to purchase fare media for all transit operators in the Pomona Valley. It also offers information about local transportation options.
6. **Outreach, Orientation and Advocacy**- Conduct outreach to promote the public and specialized transportation resources. Outreach will include presentations to community groups and participation in community events.
7. **PVRTA Mobile APP**- Assist in the implementation, introduction and training on the use of the PVRTA mobile application.

## **QUALIFICATIONS**

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 required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of paratransit and alternative transportation programs
- Effective communication skills both oral and written
- Computer skills (MS Office, Excel, Word, Power Point, Photoshop, Google Workspace)
- Problem solving and critical thinking skills
- Analytical and data interpretation skills
- Organizational skills
- Ability to prioritize responsibilities and workload
- Ability to demonstrate a sensitivity to persons with disabilities and the elderly
- Bi-lingual, English and Spanish a plus
- Familiarity with social media platforms for marketing purposes

## **EDUCATION and/or EXPERIENCE**

Any combination equivalent to the experience and education that could typically provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

A bachelor's degree from an accredited college or university and a minimum of one year of experience in public or specialized transportation or related fields. A minimum of 3 years experience in public or specialized transportation or related fields may be sufficient enough in place of a bachelor's degree.

## **COMMUNICATION SKILLS**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to communicate effectively verbally and in writing. The ability to make presentations to community groups.

## **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions.

**PHYSICAL DEMANDS:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to walk, stand, talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

## **COMPENSATION AND BENEFITS**

**Salary Range: \$61,296 to \$74,504 Annually**

### **Retirement**

All full time permanent employees shall be covered for retirement purposes by the Public Employees Retirement System (PERS) **Miscellaneous Members Per 2% @ 62 Formula** in accordance with contractual agreement between PVTA and PERS.

### **Health Coverage**

PVTA shall provide full time permanent employees with health insurance coverage. PVTA shall pay applicable premiums for employee and family coverage.

### **Dental Insurance**

PVTA shall provide dental coverage for all full time permanent employees. PVTA shall pay applicable premiums for employee and family coverage.

## **SELECTION PROCESS**

Qualified candidates need to apply by **February 28, 2023**. Applicants must submit a PVTA application and a resume to: Erika Jacquez, Mobility Manager , Pomona Valley Transportation Authority, 2120 Foothill Blvd. #116, La Verne, CA 91750. (909) 596-7664 ext.0 , email- Erika@pvtrans.org. The most qualified applicants will be selected to participate in an oral examination. PVTA is an Equal Opportunity Employer and Drug/Alcohol Free Workplace.