



Job Announcement

Job Title: Travel Trainer
Reports To: Senior Program Manager
FLSA Status: Exempt
Prepared Date: March 2024
Approved By: PVTA Technical Committee

Salary Range: \$62,827 to \$76,367 Annually

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
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.
6. Completes reports as needed

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 & Uber 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: \$62,827 to \$76,367 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 March 31, 2024 . Application requests must be submitted to: Erika Jacquez, Senior Program 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.

Pomona Valley Transportation Authority
APPLICATION FOR EMPLOYMENT
 2120 FOOTHILL BLVD. SUITE. 116 LA VERNE, CALIFORNIA 91750
 AN EQUAL EMPLOYMENT OPPORTUNITY

APPLICATION FOR POSITION OF: _____

GENERAL BACKGROUND INFORMATION

NAME: _____
LAST FIRST MIDDLE

ADDRESS: _____
NUMBER AND STREET APT. NO.

CITY STATE ZIP CODE

E MAIL ADDRESS: _____

PHONE NUMBER: _____
AREA CODE

SOCIAL SECURITY NUMBER: _____

BUSINESS PHONE: _____
AREA CODE

DRIVER'S LICENSE NUMBER: _____ EXPIRATION DATE: _____

PLEASE LIST ANY OTHER NAMES YOU HAVE USED FOR WORK OR EDUCATION RECORDS: _____

IN AN EMERGENCY, NOTIFY: _____
NAME

ADDRESS CITY STATE ZIP CODE TELEPHONE

IF "YES" TO ANY OF THE FOLLOWING QUESTIONS (A THROUGH E), PLEASE EXPLAIN UNDER "REMARKS" BELOW.

- a. HAVE YOU EVER BEEN FIRED OR FORCED TO RESIGN FROM A POSITION? YES NO
- b. DO YOU HAVE ANY PHYSICAL OR MENTAL CONDITION OR HANDICAP WHICH MAY LIMIT YOUR ABILITY TO PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB APPLIED FOR? IF YES WHAT CAN BE DONE TO ACCOMMODATE YOUR LIMITATION? YES NO
- c. HAVE YOU EVER BEEN EMPLOYED BY THE PVTA? YES NO
- d. ARE ANY OF YOUR RELATIVES EMPLOYED BY THE PVTA? YES NO

A "YES" ANSWER TO ANY OF THE ABOVE QUESTIONS WILL NOT AUTOMATICALLY DISQUALIFY THIS APPLICATION FROM FURTHER CONSIDERATION. FALSE ANSWERS MAY BE CAUSE OF DISQUALIFICATION OR DISMISSAL.

REMARKS

- e. ARE YOU OVER 18 YEARS OF AGE? YES NO
- g. DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH, FLUENTLY? YES NO
 IF SO, PLEASE SPECIFY: _____
- h. WHAT WRITTEN PROOF OF LEGAL RESIDENCE CAN YOU SUBMIT TO SHOW THAT YOU ARE ENTITLED TO WORK IN THE UNITED STATES? (e.g., birth certificate, certificate of naturalization, U. S. passport, work visa, resident alien card, or social security card **PLUS** driver's license.) _____

EDUCATION

ARE YOU A HIGH SCHOOL GRADUATE? IF NOT, DO YOU POSSESS A GED OR HIGH SCHOOL EQUIVALENCY?
 YES NO YES NO

HIGHEST GRADE COMPLETED:

NAMES AND LOCATIONS OF ALL COLLEGES AND UNIVERSITIES ATTENDED:	FULL OR PART TIME:	NO. OF UNITS EARNED:	MAJOR SUBJECT:	DEGREE OR CERTIFICATE:

EMPLOYMENT HISTORY

LIST ALL JOBS YOU HAVE HELD WITHIN THE LAST TEN YEARS. START WITH YOUR PRESENT OR MOST RECENT POSITION. IF ADDITIONAL SPACE IS NEEDED, SUBMIT AN ADDITIONAL DOCUMENT. **THIS SECTION MUST BE FULLY COMPLETED.**

FROM (MO/YR)	COMPANY NAME	PHONE
TO (MO/YR)	COMPANY ADDRESS	NAME AND TITLE OF SUPERVISOR
HOURS WORKED/WK	TITLE OF POSITION	
DESCRIPTION OF DUTIES		

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HOURS WORKED/WK	TITLE OF POSITION	
DESCRIPTION OF DUTIES		

REMARKS

PROVIDE THE FOLLOWING REQUESTED INFORMATION ON AT LEAST TWO RELIABLE PERSONS, OTHER THAN RELATIVES, WHO ARE SUFFICIENTLY FAMILIAR WITH YOUR QUALIFICATIONS AND CHARACTER TO FURNISH DEFINITE INFORMATION ABOUT YOU.

NAME _____ OCCUPATION _____

TELEPHONE _____ ADDRESS _____ CITY _____

NAME _____ OCCUPATION _____

TELEPHONE _____ ADDRESS _____ CITY _____

SELF-CERTIFICATION OF SKILLS

PLEASE LIST ANY EQUIPMENT, SOFTWARE, MECHANICAL AIDS (RELEVANT TO YOUR POSITION) YOU HAVE USED AND LEVEL OF

PROFICENCY (e.g. WPM): _____

CERTIFICATE OF APPLICANT

"I CERTIFY THAT ALL STATEMENTS MADE IN THIS APPLICATION AND ATTACHMENTS ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE. I AUTHORIZE THE POMONA VALLEY TRANSPORTATION AUTHORITY TO MAKE INVESTIGATIONS AND INQUIRIES THAT ARE LIMITED TO THE REQUIREMENTS FOR THIS POSITION, OF MY EMPLOYMENT, FINANCIAL AND MEDICAL HISTORY AND OTHER RELATED MATTERS, AS THEY RELATE TO THE REQUIREMENTS OF THE POSITION FOR WHICH I AM APPLYING. IN ARRIVING AT AN EMPLOYMENT DECISION, I HEREBY RELEASE EMPLOYERS, SCHOOLS OR PERSONS FROM ANY LIABILITY IN RESPONDING TO INQUIRIES IN CONNECTION WITH MY APPLICATION. I UNDERSTAND THAT ANY FALSE OR MISLEADING INFORMATION GIVEN IN MY APPLICATION OR ANY STEP IN THE EMPLOYMENT SELECTION PROCESS WILL SUBJECT ME TO DISQUALIFICATION OR DISMISSAL. I FURTHER UNDERSTAND THAT AN APPOINTMENT TO THIS POSITION IS CONTINGENT UPON SUCCESSFUL COMPLETION OF A PHYSICAL EXAMINATION AND BACKGROUND CHECK. I UNDERSTAND ALSO THAT I AM REQUIRED TO ABIDE BY ALL RULES AND REGULATIONS OF THE POMONA VALLEY TRANSPORTATION AUTHORITY." I UNDERSTAND THAT IF DURING THE RECRUITMENT PROCESS ANY CHANGES OCCUR IN THE INFORMATION PROVIDED, I MUST NOTIFY THE AUTHORITY.

SIGNATURE _____ DATE _____