



## **INLAND EMPIRE UNITED WAY**

### **211 Access & Mobility Coordinator**

Inland Empire United Way is a leading nonprofit organization devoted to strengthening the Inland Empire by investing in the lives and futures of those in need. By operating several direct service programs and collaborating with a network of strong community partners, IEUW seeks to build brighter futures for youth and families in the areas of education, health, and financial stability. IEUW seeks talented, motivated team members who are passionate about improving our community and who are looking to be part of a dynamic team working to make EPIC changes in the Inland Empire.

#### **Program Description**

The goal of United Way's 211 San Bernardino County program is to improve lives by facilitating access to needed services. Operating a free, easy-to-access information line and website 24 hours per day, 7 days per week, 211 is the County's leader in quality health and social service information management.

#### **Position Overview**

The Access & Mobility Coordinator is a staff position dedicated to promoting streamlined transportation access to people living in urbanized areas of San Bernardino County and to preparing and promoting 211 San Bernardino as the most comprehensive source of transportation information in the County. This full-time, non-exempt position is funded for one year and carries with it the possibility that it may not be renewed if further funding is not obtained. The availability of grant funds does not guarantee continued employment. No contract is implied; this position is "at-will" and employment may be terminated at any time by the employee or the employer. This position reports to the 211 Operations Manager.

#### **Essential Functions: 90%**

- Research needs and demands of users
- Act as a liaison with the county transportation authority, transportation providers, human services & community based organizations and employers & consumer groups
- Maximize and consolidate information about available transportation resources to meet regional transportation needs
- Assist in maintaining data that identifies the gaps and barriers that impact progress
- Assist in directing the use of web tools in the evolution of 211 VetLink Trip Planner and 211 Ride
- Represent United Way 211 at PASTACC (Public And Specialized Transportation Advisory And Coordination Council)
- Develop and implement a marketing campaign to position 211 as a "single point for information" about transportation options available throughout San Bernardino County
- Identify and market cross-system connections between various modes of transportation such as buses, trains, shuttles and non-governmental transportation providers
- Provide direct outreach to area employers and employment agencies to gain support for employer and employee transit programs
- Build supportive community networks
- Emphasize multi-modal choices when single-mode solutions are inadequate
- Help to inform transportation providers of the needs of human service organizations and their clients
- Identify, and include in the 211 database, alternatives to meeting diverse human service transportation needs at the lowest cost: i.e. mileage reimbursements, volunteer drivers/vehicle sharing, mobility training, vouchers for fuel or auto repairs
- Advocate for 211 clients where transportation is needed
- Maintain data records in the 211 database according to AIRS Standards
- Maintain inventory and records for transportation programs
- Facilitate presentations and meetings when necessary

### **Secondary Functions 10%**

- Meet, greet and tour visitors as a part of support building and donor relations
- Other duties as assigned

### **Qualifications**

- Minimum 2 years of Social Service experience helpful but not required
- Bachelor's Degree desirable but not required
- Experience and understanding of Mobility Management
- Ability to multi-task; strong organizational/planning skills and attention to details are critical
- Excellent mentorship, teamwork, and both written and oral communication skills; must be comfortable making public presentations
- Ability to work with diverse groups, including staff team, board members, volunteers and external stakeholders
- Must be available full time, typically 8 am-5 pm Monday-Friday, but with possible requirements outside the normal workweek.
- Strong computer skills with expertise in Windows and Microsoft Office
- Technical knowledge such as familiarity with internet protocols
- Must have reliable transportation, valid California drivers' license and minimum California liability insurance
- In the event of a disaster, may be required to work 12-hour shifts, 7 days per week

### **Physical Requirements**

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 accommodation may be made to enable an individual with disabilities to perform the requisite essential functions.

While performing the duties of this job, the employee will be required to use equipment such as the telephone, computer, fax machine and copy machine. The employee is also frequently required to use hands to finger, handle or feel and reach with hands and arms, and to talk and hear. This position requires sitting for long periods of time but may require to the ability to walk, stand, stoop, squat or drive various periods. Must be able to lift/move objects up to 25 lbs. Visual acuity and manual dexterity required for typing and computer use.

### **Wage and Benefits**

Wage \$19.00/hour, payable bi-weekly. Benefits include medical, vision, dental, life, AD&D and long term disability insurance, 11 paid holidays, and accrued vacation and sick-leave.

**If interested, submit resume and cover letter to Jeannette Sepulveda, 211 San Bernardino Operations Manager, at [JSepulveda@ieuw.org](mailto:JSepulveda@ieuw.org). No calls or agencies please.**

*"Inland Empire United Way is an equal opportunity employer. All offers of employment are contingent upon satisfactory background screen and drug test results."*

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