

## **REGIONAL MOBILITY MANAGER**

### **Southern New Hampshire Planning Commission**

The Southern New Hampshire Planning Commission (SNHPC) is seeking a Regional Mobility Manager to complement our professional planning staff. As a regional planning agency and designated Metropolitan Planning Organization for the greater Manchester, NH region, the SNHPC prepares local and regional plans, and assists member municipalities and partner agencies with transportation, community development, land use, environmental, and public health planning services.

The SNHPC also acts as Lead Agency on behalf of the Region 8 Coordinating Council for Community Transportation (RCC) to implement transportation coordination efforts in the Greater Manchester and Greater Derry-Salem areas.

#### **Background:**

Mobility management is a transportation strategy that prioritizes customer needs, and the meeting of these needs through coordination. It is an evolving concept that aims to improve specialized transportation, particularly for older adults, people with disabilities, veterans, and individuals with lower incomes. It looks beyond a single transportation service or solution to a “family of services” philosophy that can offer a wider range of services and options to meet an equally wide array of community demographics and needs. Ultimately, Mobility Management begins with a community vision in which the entire transportation network including public transit, private operators, cycling and walking, and volunteer driver programs work together with customers, planners, and stakeholders to deliver coordinated transportation options that best meet the needs of residents within each region of New Hampshire.

The individual or organization chosen to fulfill this role will work closely with other regional and state stakeholders to implement the New Hampshire Mobility Management Network which will improve the coordination, capacity, accessibility, quality, and sustainability of mobility services statewide with specific focus on Community Transportation in Region 8, which serves the following communities:

- Town of Atkinson
- Town of Auburn
- Town of Bedford
- Town of Candia
- Town of Chester
- Town of Danville
- Town of Deerfield
- Town of Derry
- Town of Goffstown
- Town of Hampstead
- Town of Hooksett
- Town of Londonderry
- City of Manchester
- Town of New Boston
- Town of Plaistow
- Town of Raymond
- Town of Salem
- Town of Sandown
- Town of Weare
- Town of Windham

#### **Education and Experience:**

Bachelor’s degree in Human Services, Healthcare, Transportation/Transit, Urban/Community Planning, or a related field and at least two to four years of experience in community-based service, transportation, planning, marketing and community outreach, or some combination thereof, including experience in customer service.

Consideration may be given for a combination of education, training and experience that results in demonstrated competency to perform the work in lieu of the formal education requirement.

Fluency in Spanish is desirable, but not required.

## **Duties and Responsibilities:**

- Assist the RCC and local providers to develop and implement a customer centered approach to transportation access and coordination in the region for older adults, low-income, disabled, veteran and other vulnerable populations.
- Develop relationships with transit-dependent and vulnerable populations in the region to address issues of access, diversity, equity, and inclusion (DEI) and ensure their voices are heard.
- Create and update annually an inventory of available transportation services in the region to be used in marketing these services to the public and other non-transportation service providers (e.g. TANF Counselors, medical facilities, etc).
- Conduct outreach activities in the region to educate and train groups and individuals how to access and use available transportation services.
- Develop new opportunities for coordination and/or expansion of transportation options across municipal and regional boundaries.
- Cultivate multi-agency partnerships which may reduce costs through increased efficiency and effective transportation coordination.
- Assist the RCC with developing its organizational infrastructure and capacity to effectively fulfill its mission. Efforts will include strategic planning, fundraising, communication, and member recruitment and retention.
- Conduct periodic assessments to identify barriers to mobility in the region and propose recommendations to reduce those barriers.
- Build relationships with state, regional, and local elected officials, and community leaders to educate them about the needs, roles and benefits of regional/local transportation services and coordination. These stakeholder relationships may develop into support financially (funding) and operationally (policy) for local and regional transportation services and coordination efforts.
- Identify and research corporate, foundation, and governmental sources of funding for matching funds. Include opportunities to use “braided” funding streams.
- Evaluate regional systems and identify opportunities to deploy technology that more efficiently delivers mobility services. Consideration should be given to access and ease of use for customers, ability to integrate with other regional/state systems and modes of transportation allowing a customer to effectively plan trips from start to finish.
- Coordinate with and participate in meetings of the State Coordinating Council for Community Transportation (SCC), RCC and statewide mobility management network, which includes the statewide Mobility Manager and other regional mobility managers.
- Participate in state, regional, and local transportation planning activities including required human services coordinated plans, SCC strategic plan, the RCC strategic plan or workplan, RPC planning and other related plans and initiatives.
- Assist NHDOT, SCC and statewide Mobility Manager to implement strategic initiatives identified in the SCC Strategic Plan and other statewide planning documents. Examples may include development of a statewide system for data collection and development of a system for tracking medical appointments missed due to lack of transportation in provider’s electronic medical records systems.

## **Knowledge, Skills and Abilities:**

- Strong verbal and written communication skills, ability to listen effectively, leadership experience, ability to work in teams, empathy, conflict management skills, and consensus-building skills.

- Project management, budgeting, strategic planning, funding/grant research, writing and reporting, data collection and basic analysis, outreach and marketing skills.
- Positive attitude, a desire to help people, a focus on customer service, ability to problem solve, ability to work independently and collaboratively, time management skills, creative, out-of-the-box thinking, ability to adapt to ever-changing environments, ability to process complex information and explain it in a simplified format.
- Basic understanding of the role transportation plays in accessing employment opportunities, medical services, affordable housing, social destinations, etc. and the unique challenges faced by persons with disabilities, older adults, veterans, transitioning youth, low-income individuals, and other vulnerable populations that may rely on transportation services.
- Proficient computer skills including Microsoft Office and basic familiarity with social media platforms and websites.

**Related Skills:**

- Familiarity with different transportation modes and how they interact, familiarity with how transportation services operate.
- Familiarity with how transportation planning is done at federal, state, and/or regional levels.
- Experience conducting trainings for individuals or agencies.
- Basic understanding of policies and regulations that impact community transportation services including Americans with Disabilities Act (ADA) Medicaid, Medicare, and the Affordable Care Act (ACA).
- Human service transportation coordination experience or familiarity, including brokerage concepts and operations.
- Experience or knowledge of one call-one click center operations.
- Familiarity with technology integration including various trip planning methods, assistive technology and trip planning and wayfinding mobile applications.

**Other Requirements:**

This position requires a current, valid driver's license. The position may require travel throughout the region, occasional long-distance travel, and occasional night meetings.

**Supervision Received:**

Work is performed under the general supervision of the Executive Director and Deputy Executive Director in accordance with the SNHPC's work programs and policies.

**Supervision Exercised:**

The position does not involve supervision of other staff.

**Salary and Benefits:**

The salary range for this position is \$50,000 - \$60,000 per year.

The SNHPC offers competitive health and dental insurance benefits and participates in the New Hampshire Retirement System (NHRS) pension plan.

**Applying for the Position:**

Persons interested in applying for the position should submit a **cover letter, resume, and three references** to:

Linda Moore-O'Brien, Office Administrator  
Southern New Hampshire Planning Commission  
438 Dubuque Street  
Manchester, NH 03102

Or submit electronically to [LMoore-O'Brien@snhpc.org](mailto:LMoore-O'Brien@snhpc.org) with the subject heading "Regional Mobility Manager Position."

The Southern New Hampshire Planning Commission is an Equal Opportunity Employer. Applicants must be authorized to work lawfully in the United States. If hired, a Form I-9, Employment Eligibility Verification, must be completed at the start of employment. The position is open until filled.