

Job Summary

The Transit Program Coordinator is responsible for organizing rural transit services provided under the Federal Transit Administration 5311 (Formula Grants for Rural Areas) program. This program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. This role will guarantee effective transit operations, enhance mobility for underserved populations, and promote collaboration between community stakeholders, transit providers, and local governments in the Southern Georgia region.

Job Duties and Responsibilities (major duties)

Planning and Coordination

- Develop and implement transit service plans that align with FTA 5311 guidelines and community needs.
- Coordinate between rural transit providers, ensuring efficient scheduling and route planning.
- Work with local government, human service agencies, and other partners to assess transportation needs and gaps.

Service Improvement

- Conduct surveys, gather data, and assess performance metrics to improve transit services.
- Monitor ridership trends and adjust services to better serve populations such as seniors, people with disabilities, and low-income residents.
- Implement strategies to enhance mobility for underserved and rural areas.

Grant Management

- Assist in the administration and management of FTA 5311 grant funds, including preparing reports and ensuring compliance with federal regulations.
- Coordinate with transit agencies to ensure the proper use of grant funding and budget management.
- Assist in identifying and applying for additional funding sources to support rural transit initiatives.

Public Outreach and Education

- Promote public awareness of available transit services through marketing and community outreach.
- Educate rural communities about their mobility options, including how to use transit services.
- Represent the transit program at public meetings, community events, and to stakeholders.

Customer Service

- Act as a point of contact for customer inquiries, complaints, and service feedback.
- Work directly with riders to address accessibility concerns and suggest service improvements.

Financial Requirements, Compliance and Reporting

- Ensure compliance with FTA 5311 regulations and other federal and state transit requirements.
- Maintain accurate records of transit operations, ridership data, and financial reports.
- Assist with Transit department bookkeeping needs.
- Submit required reports to FTA and state transportation agencies.
- Ability to analyze socioeconomic, demographic, transit, and other data to be included in reports and plans and to identify efficiencies in program operations.

Knowledge, Skills and Abilities Required

- Strong emotional intelligence with the ability to manage conflict and navigate complex interpersonal dynamics.
- Knowledge of the Southern Georgia Regional Commission's mission, policies, and procedures.
- Knowledge of department functions and organization.
- Knowledge of generally acceptable formats for various reports.
- Skill in technical and grant writing.
- Knowledge of contract requirements for service providers.
- Knowledge of comprehensive training programs/activities.
- Skill in performing mathematical calculations with accuracy and completeness.
- Skill in establishing and maintaining effective partnerships with co-workers, service providers, program registrants, and work site personnel.
- Skill in operating a computer and standard office equipment.
- Skill in preparing and presenting various reports.
- Skill in public and interpersonal relations.
- Skill in verbal and written communication.

Minimum Qualifications

- A valid driver's license.
- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the public administration, planning, or related field (or equivalent experience).
- At least three (3) years of experience in transit planning, mobility coordination, or transportation-related roles, particularly in rural settings.
- Understanding of FTA Section 5311 guidelines, public transportation systems, and rural transit.
- Excellent communication, organizational, and problem-solving skills.
- Ability to build relationships and work collaboratively with a range of stakeholders.
- Proficiency in data analysis, report writing, and Microsoft Office software programs.

Preferred Qualifications

- Master's degree in public administration or related field.
- Strong project management and organizational skills.
- Proficiency in data analysis, grant writing, and budget management.
- Ability to work collaboratively with government agencies, community groups, and the public.
- Certifications in transportation or mobility management.

Supervisory Controls

The Transit Director assigns work in terms of department goals and objectives. The work is reviewed through reports and observation of department activities. The director spot-checks completed work for compliance with procedures and the nature and the propriety of final results.

Guidelines

Guidelines include Federal Transit Administration (FTA), Georgia Department of Transportation (GDOT), and Department of Human Services (DHS) regulations. These guidelines require judgment, selection, and interpretation in application. This position develops departmental guidelines.

Complexity

The work consists of varied duties in management, administration, and policy development. Strict program requirements and deadlines contribute to the complexity of the work.

Scope and Effect

The purpose of this position is to provide work necessary to achieve the commission's Transit goals. Successful performance helps ensure that Transit programs and policies meet the needs of the region.

Contacts

Contacts are typically co-workers, representatives from local governments, state and federal agencies, service providers, contractors, elected officials, and the general public. Contacts are typically to give or exchange information, motivate persons, negotiate and settle matters, resolve problems, and justify decisions.

Work Environment/Physical Demands

The work primarily office-based with occasional travel to rural communities and transit-based training opportunities. Some evening and weekend work may be required for community outreach and stakeholder meetings. Hybrid work flexibility may be available based on program needs.

Supervisory and Management Responsibilities

This position does not have direct supervision responsibilities.

Position Details

- Full-Time Part-Time Intern Contractor
 Exempt Non-Exempt

Monday	Tuesday	Wednesday	Thursday	Friday
8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm	8:30 am – 5:00 pm

Equal Opportunity/Affirmative Action

The Southern Georgia Regional Commission is an Equal Opportunity/Affirmative Action employer. We provide equal employment opportunities without regard to race, color religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable federal, state or local law.

We are committed to building a diverse workforce and creating an inclusive environment where all employees feel valued and supported.