

Disability Network Southwest Michigan is accepting applications for two part-time travel trainer positions in their Kalamazoo office. [These positions are grant funded through 9/30/14; funding past that date is not known at this time.](#)

Interested candidates should submit a cover letter and resume by March 29th to:

**Michele McGowen
Program Manager
Disability Network Southwest Michigan
517 E. Crosstown Parkway
Kalamazoo MI 49001
mcgowenm@dsnwm.org**

Electronic submissions are preferred but not required.

Persons with disabilities are encouraged to apply; Disability Network seeks to enhance the quality of life for citizens with disabilities of Southwest Michigan. The ability to achieve this mission and foster a commitment to excellence can best be pursued with a governing body, workforce, volunteers and partners that include individuals of diverse backgrounds, beliefs and perspectives. Diversity encompasses, but is not limited to, ethnicity, race, gender identity, sexual orientation, economic circumstances, physical and mental abilities and characteristics, and philosophy.

www.dnswm.org

Disability Network Southwest Michigan POSITION DESCRIPTION

Position Title

Travel Trainer/Rural & Senior Transit Outreach Specialist (Kalamazoo County)

Reports to: Program Manager – Systems Advocacy & Community Education

Position General Summary

The Travel Trainer/Rural & Senior Transit Outreach specialist is responsible for educating older adults and organizations that serve older adults throughout all of Kalamazoo County about Metro County Connect service. This position travels to rural or non-urbanized areas of the county doing outreach to non-senior organizations and groups about Metro County Connect services. This position will provide basic information about using Metro Transit fixed route bus services.

Essential Responsibilities and Duties/

- Design and give presentations about Metro County Connect/Metro Transit fixed route services to groups as assigned.
- Outreach to organizations and groups that serve older adults in Kalamazoo County to ensure knowledge of Metro County Connect/Metro Transit services.

- Outreach to rural/non-urbanized groups and organizations serving the general public to ensure knowledge of Metro County Connect/Metro Transit services.
- Ability to independently plan a trip on Metro Transit fixed route service and teach/explain that process to others in a way they understand.
- Ability to understand and articulate the policies and procedures of the Metro Transit/Metro County Connect system to customers and the general public.
- Ability to understand and articulate the Metro Transit/Metro County Connect safety and accessibility features and how the ADA applies to public transit.
- Ability to communicate effectively with individuals with diverse backgrounds including individuals with significant disabilities
- Document customer training in both narrative reports and database systems.
- Document systemic barriers to customer service in the Transit system as well as ADA violations.
- Advocate for needs of riders as appropriate.

Essential Functions/Qualifications

- Ability to work independently without immediate supervision or support.
- Must have valid drivers license.
- Skilled at problem solving
- Highly organized with good time management skills
- Excellent listening skills; effective written and verbal communication.
- Proficiency with Microsoft Office, a smart phone, and the internet.
- Commitment to the Independent Living Philosophy and the disability rights movement.
- Personal experience with disability highly desired.

Full Time Position _____ **Part Time Position** _____ **X** _____