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**GREATER PEORIA MASS TRANSIT DISTRICT**

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**Position Title:** Paratransit Manager  
**Department:** Paratransit  
**Reports To:** General Manager

Greater Peoria Mass Transit District (CityLink) has an immediate opportunity open for a Paratransit Manager. This class is responsible for overseeing compliance with Americans with Disabilities Act (ADA) requirements, which includes, completing ADA certification determinations, providing consumer education, and coordinating the contractual requirements of the District's paratransit provider along with coordinating amenity improvements to enhance mobility for all riders.

**Duties include:**

- Coordinates and implements the certification process for the general public regarding ADA eligibility requirements which includes applying policies and procedures, investigating complaints, and ensuring compliance with ADA regulations.
- Prepares payroll related statements, employee forms, accounting or operational reports, and spreadsheets as assigned or directed
- Coordinates amenity improvements to enhance mobility for fixed route and paratransit customers.
- Oversees contracts which includes evaluating contracts and identifying performance issues.
- Prepares a variety of reports; ensures the timely filing of required compliance reports.
- Provides consumer education regarding services which includes training and explaining CityLift services.

**Skills/ Knowledge Required:**

- Prioritizing and assigning work;
- Coordinating program activities;
- Ensuring compliance with laws, rules, and regulations;
- Providing customer service;
- Training customers and staff;
- Preparing a variety of written correspondence and reports;
- Using computers and related software applications;
- Reading and interpreting contracts and related documents;
- Gathering and analyzing data and comparing various sources of information;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Equal Opportunity Employer**