

## **Job Description – Contract Transportation Trainer**

### **Position Summary:**

The purpose of the position is to support refugees in reaching self-sufficiency through providing instruction in using the IndyGo bus system. Responsibilities include communicating with clients, riding on the bus with clients, and providing instruction to clients. This position reports to and is supervised by the Manager of Educational Programs.

### **Responsibilities:**

- Lead bus trainings scheduled by the Exodus Education team at different locations around the greater Indianapolis area
- Contact and assist individual and groups of clients with meeting at a scheduled location and time for training
- Assist clients with navigating safely to the nearest bus stop
- Ride the bus with clients from their home to the Exodus office
- Demonstrate how to get on/off the bus, how to pay, how to communicate with IndyGo drivers and customer service, and how to read signage
- Show clients the bus route and major landmarks to pay attention to
- Respond to changes in bus schedules and other unplanned events with flexibility and positivity
- Communicate closely with Exodus staff about changes to the planned training
- Perform other duties as may be required by the supervisor
- Reports to the Manager of Educational Programs

### **Position Criteria:**

- Should be familiar with the Indianapolis area and able to navigate maps, bus schedules, and road directions
- Must be able to travel to different locations around the greater Indianapolis area to meet clients
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds
- Fluency in English and an additional language is preferred
- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to refugees

**Job Type:** Contract

**Schedule:** Flexible; most bus trainings require a 3- to 4-hour block of time to complete

**COVID-19 considerations:** Contractors are required to have their COVID-19 vaccines (some religious and medical exemptions)