



Marin County Transit District

Is recruiting for ...

Program Enrollment Coordinator (Analyst Level)

\$91,819 - \$123,964 annual salary depending on qualifications and an outstanding benefits package.

OVERVIEW OF THE POSITION

We are thrilled to offer an exciting opportunity for a Program Enrollment Coordinator to join our agency and contribute to the development and delivery of innovative transit services in Marin County.

Under direct supervision from the Program and Policy Manager and general supervision from the Director of Planning, the Program Enrollment Coordinator will lead the enrollment process for Marin Transit's specialized transportation programs, including Marin Access and ADA Paratransit.

The ideal candidate for this position will be self-motivated, team-oriented, and comfortable working in a highly collaborative environment. They will have a demonstrated ability to work with and communicate effectively with a wide range of individuals and groups and have strong organizational and time-management skills. Additionally, the ideal candidate will have experience in providing high-quality customer service to older adults, individuals with disabilities, caregivers, and partner agencies.

ABOUT THE DISTRICT

Marin County Transit District (Marin Transit) is responsible for funding, planning, and management of all public transit services operating within Marin County, including fixed route, community shuttle, supplemental school, and paratransit services. Marin Transit works closely within the community to develop and deliver the most strategic, effective, and efficient local transit system in northern California. For additional information about Marin Transit and Marin Access, please visit our website at www.marintransit.org.

ABOUT MARIN COUNTY

Located just across the Golden Gate Bridge, and minutes from downtown San Francisco, Marin County is a dynamic, economically, and culturally diverse community of 260,000 informed and involved residents. Marin County is marked by beautiful beaches, groves of redwoods and oaks, rolling foothills, and scenic valleys. Marin County is known for its combination of rural and suburban lifestyles and is a recreation destination for the entire Bay Area with more than 140,000 acres of federal, state and county parkland, county open space and water district lands. The mild year-round climate is highlighted by cool, coastal fog tempering the warm inland temperatures of summer.

CORE DUTIES

Duties and responsibilities include, but are not limited to the following:

Program Enrollment (50%)

- Review and determine program eligibility for applicants and process enrollments/recertifications for Marin Access services and programs.
- Provide information, referrals, trip planning, and technical assistance to riders and community members.
- Support program analysis and reporting.
- Monitor customer service issues and respond to elevated customer inquiries.
- Assist with administration and oversight of programs such as Intro to Mobility, Volunteer Driver, and Fare Assistance.

Specialized Transportation Program Support (40%)

- Assist with training and oversight of customer-facing call centers to ensure a consistent, high level of service is provided to all callers.
- Support implementation and oversight of Marin Transit specialized programs (e.g., Travel Navigator, Clipper Institutional passes).
- Support ADA compliance efforts and required program reporting.

Community Engagement (10%)

- Support community outreach, presentations, travel training, and events (Spanish/English communication often required).
- Provide staff support to advisory committees such as the Marin Paratransit Coordinating Council and Marin Mobility Consortium.
- Represent Marin Transit at public meetings, hearings, and regional task forces.

General

- Provide customer service support, including Clipper assistance and occasional front-desk coverage, as needed.

- Collaborate with cross-functional teams to achieve departmental and organizational goals.

REQUIRED SKILLS AND EXPERIENCE

The following skills are required from prospective candidates:

- Strong customer service skills including the ability to work with and support the needs of older adults and those with disabilities.
- Ability to work with confidential information.
- Excellent judgement and independent decision-making skills.
- Strong attention to detail to ensure accuracy and completeness of all assigned tasks.
- Ability to manage and organize tasks, information, and workflows efficiently to prevent confusion and missed details.

DESIRED SKILLS AND EXPERIENCE

The following skills are desired; a candidate with some/all of these would represent an ideal candidate for this position:

- Understanding of the Americans with Disabilities Act (ADA) preferred.
- Fluency in Spanish strongly desired.
- Comfortable working with and analyzing data.
- High levels of emotional intelligence, self/social awareness, self-management, empathy, and curiosity.
- Ability to positively collaborate and build/maintain authentic and trusting relationships.
- Ability to identify potential issues and develop pre-emptive strategies to address them.
- Possesses strong organizational skills and self-discipline to manage workload, maintain focus, and ensure consistency for all assigned tasks despite distractions.
- Ability to interpret regulations and program requirements.

PHYSICAL WORKING CONDITIONS

The position involves a mix of administrative and physical tasks, including loading and unloading tables, chairs, technology equipment, and a 50lb canopy from a staff vehicle. The successful candidate must have the ability to be available during evenings and weekends. This role requires spending extensive time both in the office and in the field. Office work may require prolonged sitting, standing, walking, kneeling, squatting, and stooping in the

performance of daily activities. Fieldwork may involve working outdoors in various weather conditions and actively traveling around Marin County using a District-provided vehicle or the transit system. The position may also require the ability to lift, drag, and push files, paper, and boxes weighing up to 35 pounds, as well as heavier lifting during loading and unloading tasks. Accommodation for some of these requirements may be considered for otherwise qualified individuals requiring and requesting such accommodation. This position is not eligible for remote work.

Special Requirements:

- 1) Must be willing and able to travel to and attend meetings within or outside the boundaries of the County of Marin and set up equipment and materials for community events as needed.
- 2) Must be willing and able to work outside regular business hours and on occasional weekends, attending civic, community, and client meetings, as well as marketing.

SUPERVISION RECEIVED AND EXERCISED

Daily direction is provided by the Program and Policy Manager with general supervision provided by Director of Planning. The position may also receive supervision on certain tasks from the Director of Operations & Service Development, Director of Administrative Services, and Senior Planners. The position will interact regularly with staff throughout the District.

EDUCATION AND EXPERIENCE

Any combination of experience, education, and training that would provide the required knowledge and skills is qualifying. A typical way to obtain the required skills and experience would be:

Education:

Bachelor's degree in relevant fields such as social work, Human Services, Gerontology, Public Administration, Public Health, Sociology, or a related field.

– OR –

- Associate degree plus equivalent additional experience.
- A combination of relevant education and experience may be considered.

Experience:

- 1-2 years of experience in client intake, eligibility screening, case management, mobility management, senior services, or similar public-facing human-services work.
- Experience working with older adults and individuals with disabilities is strongly preferred.

APPLICATION

For an application, please visit www.marintransit.org/jobs. Submit the completed application, a resume, cover letter and supplemental questionnaire in pdf format to hr@marintransit.org or mail to Marin Transit, Attention HR, 711 Grand Ave, Suite 110, San Rafael, CA, 94901.

Applications/resumes received will be screened according to the qualifications outlined in this posting. The most qualified candidates will be invited to interview and complete skills test. Finalists will be asked to provide references and undergo a background check to verify information supplied in the application materials.

If you have questions about this job or the hiring process, please email Holly Lundgren at hlundgren@marintransit.org

The first review of applications will be January 19, 2026. This position is open until it is filled and may close without notice.

SUPPLEMENTAL QUESTIONNAIRE

Responses to these Supplemental Questions must be submitted with your application materials. We will not consider resumes submitted without responses to the supplemental questions.

These questions are designed to help you present your qualifications for this position. Your responses, along with your application and resume will be used to determine whether you will be invited to continue in the selection process. Responses should be complete, concise, and specific. Clarity and completeness of your answers will be considered in the evaluation process.

1. Describe your experience in customer service, specifically with vulnerable populations (e.g. older adults, people with disabilities, etc.). Provide examples where possible.
2. Describe your communication skills and provide examples of effective use of your communication skills.
3. Describe an experience when you had to empathize with a customer's situation for you to truly understand their issue. How did you solve it?
4. Please explain why you are interested in working for Marin Transit.