Shuttle Program Specialist

Organization
Commute.org is a public agency that provides transportation demand management (TDM) services to employers, residents and commuters in San Mateo County. Commute.org works with local employers, property managers, community stakeholders, and transit agencies to provide programs that encourage solo drivers to use non-drive alone alternatives. Additionally, Commute.org manages over 20 “last mile” commuter shuttles that transport commuters between transit stations and their jobs or neighborhoods.

Position Description
The Shuttle Program Specialist is a full-time exempt position responsible for working with the other members of the shuttle program team to ensure that the program meets the expectations of the agency’s funders, partners, and passengers. A core responsibility of the Shuttle Program Specialist is providing customer service to shuttle riders as well as providing support to the Employer Programs and Commuter Programs teams at outreach events.

Responsibilities
• Provide customer service for passengers via phone, email, text and social media
• Perform field audits to ensure vendor compliance with performance standards and contractual obligations
• Participate in shuttle program outreach, education, and appreciation events
• Assist with route design, analysis, monitoring and reporting
• Coordinate with vendor and partners on monthly, quarterly and annual reporting deliverables
• Represent the shuttle program at county and regional events
• Maintain accurate accounts of customer service, monitoring and outreach activities
• Coordinate with other Commute.org teams in program delivery in a cross-functional manner
• Collaborate with other teams in the delivery of integrated marketing and communications
• Research and evaluate potential technology improvements for the shuttle program

Qualifications
• Bachelor’s degree from accredited college or university
• Experience in transportation demand management, transportation planning, transportation operations, sustainability, and/or transportation advocacy is highly desirable
• Demonstrated ability to exercise sound judgment in prioritizing and completing multiple work assignments with little supervision and a willingness to take on additional responsibilities as needed
• Excellent written and oral communication skills
• Ability to present information in a professional manner in group or person-to-person settings
• Strong team player, able to work with cross-functional teams towards common goals
• Demonstrated experience with successful social media marketing campaigns
• Proficiency with Microsoft Office suite of products
• Valid California Driver’s License, proof of insurance, and access to personal vehicle (required)

Salary/Benefits
Annual salary range is $57K-$75K (DOE) plus excellent benefits.

How to Apply
Please submit a cover letter and resume by March 20, 2020 via email to: alliance@commute.org. You will be notified of your application status after the application period closes.

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