



POSITION TITLE

Transportation Specialist

REPORTING RELATIONSHIP

Program Director

STATUS

Full time, Non-Exempt

Commute Seattle is a 501c(3) nonprofit organization founded in 2004 with a mission to foster mobility partnerships and services to keep Seattle moving and thriving for all. Commute Seattle staff work to make it easy to walk, bike, ride, and roll for the 600,000 people who go to work or school in Seattle every day. We are supported by local governments, transit agencies, the Downtown Seattle Association, and the Metropolitan Improvement District. Commute Seattle partners with employers, community nonprofits, and institutions to implement sustainable transportation options that positively change people’s behavior, improve quality of life, and support economic and environmental goals. The Transportation Specialist is a vital part of a team supporting a nationally recognized Transportation Demand Management program in a city with a growing transit system and a protected bike network.

POSITION DESCRIPTION

The person in this position will work with businesses, nonprofits, property managers and partner organizations to expand access to affordable public transit for Seattle travelers. They will promote ORCA Business transit pass programs, educate employers about the commuter benefits available, and partner with agencies to design new or improved programs.

Core elements include:

- Daily meetings or phone calls with small and medium-sized organizations to help them understand their transportation needs and the options available
- Frequent meetings with City, County, and community partners to coordinate and improve programs and services
- Commitment to prioritizing the needs of marginalized workers and small/medium-sized business and nonprofit owners

Above all, this person should listen compassionately to a customer’s story, creatively help them find the best solutions for their organization and be an advocate for their needs and the needs of their employees in discussions with local transit agencies and municipalities. As a primarily customer-facing position, this person should feel energized by working directly with clients.

RESPONSIBILITIES

- Ensure that all customer inquiries are met with prompt, empathetic and comprehensive responses from Commute Seattle staff; direct process for collecting customer feedback annually.
- Provide customers with accurate and up-to-date information about the commuter benefit options available to them, ordinances that impact their business, transit accessibility in their neighborhoods and more.
- Perform necessary administration and client relationship management functions such as recordkeeping, program measurement and evaluation, goal setting, reporting, correspondence, and protocol development.
- Identify and steward new outreach channels and strategies that reach new audiences, especially those who are likely to employ low-income and/or marginalized workers.
- Partner with organizations including King County Metro, City of Seattle, and the Downtown Seattle Association; optimize relationships with additional partners such as the downtown neighborhood business associations.
- Assist with the development of business-to-business marketing campaigns and generate promotional content for digital and print applications, leveraging hooks such as ORCA Business Incentives, local transportation ordinances, and partner promotions.
- Support marketing campaigns, promotions and communications that encourage individuals to use sustainable commute modes, including incentivizing transit use.
- Staff and/or facilitate events including, but not limited to, commuter outreach events, employer seminars, open houses and other educational events.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- The candidate must be detail-oriented and have strong organizational skills to manage a high-volume of customer service relations and database management. Experience managing ongoing customer relationships and/or accounts preferred.
- Excellent written and verbal communication skills, as well as the ability to organize and share complex information in a clear and concise manner.
- Related employment or educational experience, which may include client management, account management, transportation demand management, commute trip reduction, consultative sales, transportation planning or another related field.
- Strong customer service orientation.
- Ability to comprehend, analyze, evaluate, and communicate data in writing and/or to a broad range of audiences; the ability to self-audit and develop reporting tools to evaluate program success.
- Ability to develop and present persuasive information to groups; public speaking experience.
- Competency with Microsoft Outlook products, Google Suite, Zoom or another video conference platform.

- Competency in and/or a willingness to learn Adobe Creative Suite, MailChimp, Survey Monkey and Zoom webinars

DESIRED QUALIFICATIONS

- Passion for walking, biking, transit, sustainability, and affordability
- Experience with project or program management, including budgeting, program design and planning, evaluation and implementing ongoing improvements
- Experience communicating with multi-cultural audiences, particularly BIPOC, immigrant, and English as a Second Language communities
- Experience with marketing, including design work with Adobe Creative Suite or communications work through a product like MailChimp or WordPress
- Experience with additional technological tools including Salesforce, Zoom webinars, Tableau Desktop, or SurveyMonkey

CHARACTERISTICS

- Demonstrates empathy and active listening when working with customers, coworkers, and funders; responsive communication and desires resolve issues completely and promptly
- Commitment to equity and social justice with an understanding of the role that racism, ableism, sexism, and other forms of bias and oppression play in perpetuating inequity
- Humility, sense of humor, comfort with ambiguity, and servant leadership
- Respect that communities have the front-line expertise and experience essential in pursuing a just society and sustainable environment. We seek to support solutions that are self-determined by those impacted, respecting they are experts and balancing lived experience with data-informed practices
- Ability to weave and work within all Commute Seattle's intersecting areas of focus including sustainable transportation, improved quality of life, and a thriving and mobile city
- Willingness and comfort to engage with evolving and shifting portfolio of job duties

WHY WORK HERE

Located on the homeland of the Duwamish People, Seattle is a fast-growing city where 3 out of 4 people walk, bike, roll, bus, or telework to school or work. With 20 new light rail stations opening across the region in the next two years, the City is about to embark on the largest transportation change in its history.

Commute Seattle is a nationally recognized Transportation Management Association and community-driven nonprofit organization. We improve the quality of life for people in the Puget Sound region by making it easy, affordable, and stress-free to walk, bike, and bus to Seattle. Our staff enjoys team bike rides, transit trips to baseball games, trivia nights, walk and talks and so much more!

A day in the life at Commute Seattle looks like consulting with people who make transportation and policy decisions at some of the largest businesses in our region,

finding creative opportunities to collaborate with public agencies, and centering community partners like Peace Peloton, El Centro de la Raza, and many more.

COMPENSATION

We are committed to internal and market equity and offer an hourly rate of \$28.88 to \$32.03 for this position.

We also provide:

- *Medical/Dental/Vision Coverage
- PTO/Personal Holidays
- *Paid FMLA
- *Life Insurance
- *LTD
- *ORCA Card
- Flexible Spending Account
- Employer-Matched 401(k) Contribution with up to 5% Match
- *First Choice EAP
- Corporate Discounts
- Generous paid time off
- 11paid holidays

*Employer paid benefits

ACCESSIBILITY

We are committed to creating conditions where all candidates can fully express their talents and potential and invite you to let us know if there are accommodations that we can provide to support you in your pursuit of this role.

TO APPLY

This position is open until filled; apply by Friday August 19th for priority consideration.

Please **send ONE (1) document combining resume and cover letter** to Madeline Feig at MadelineF@commuteseattle.com with the **position title and your last name** (e.g. Transportation Specialist LASTNAME) in the subject line to ensure consideration.

Downtown Seattle Association is proud to step up for safety by requiring COVID-19 vaccination of all team members. We're prioritizing safety for our team members and their families and our communities by requiring the COVID-19 vaccination. To be considered for employment, applicants must supply verification of vaccination during the initial interview process.

We recognize the value of the Downtown Seattle Association and our affiliate organizations and programs reflecting the diversity of the community we serve and are

intentionally and actively seeking out applications from a variety of backgrounds, including members of the LGBTQIA+ community, and Black, Indigenous, and people of color (BIPOC).

Downtown Seattle Association is an equal opportunity employer. All employees and potential employees will be recruited, selected, trained, promoted, and, if necessary, disciplined without regard to sex, race, religion, creed, marital status, age, national origin, ancestry, color, sexual orientation, gender identity or expression, political ideology or activity, disability, honorably-discharged veteran or military status. All applicants are carefully screened, and full consideration is given to their training, education, skills, aptitudes, experience, and previous work record. In addition, DSA does not discriminate on the basis of genetic information in its employment related policies and practices, including coverage under its health benefits program.

NO TELEPHONE CALLS PLEASE