



TRANSPORTATION DEMAND MANAGEMENT

Site and Area Coordinator

ALTRANS TMA, INC.

Overview

Introduction

ALTRANS is currently accepting applications for a Transportation Demand Management coordination position in the San Francisco Bay Area.

History & Background

ALTRANS is a Transportation Demand Management company skilled at identifying alternative transportation needs, developing shuttle and commute services, route optimization and management of turn-key Transportation Demand Management (TDM) operations. ALTRANS staff has been actively engaged in alternative transportation planning and trip reduction services for the last 25 years.

ALTRANS has been involved with dozens of alternative transportation programs in the greater San Francisco Bay Area. As a result of this work, we have been the recipient of various Transportation Demand Management and trip-reduction related awards from local and nationally recognized organizations such as Bay Area Air Quality Management District (BAAQMD), Association for Commuter Transportation (ACT) and the Environmental Protection Agency (EPA).

Under the direction of ALTRANS' management, the Site and Area Coordinator position will be assigned to work on Transportation Demand Management Programs with ALTRANS' current and future client base in the San Francisco Bay Area. The Site and Area Coordinator engages in the new business development and the fiscal and personnel management of effective trip reduction programs, organizes and implements outreach events, leads special alternative transportation projects, and is responsible for process evaluation reporting on all activities specific to reducing SOV trips.

Assignment & Compensation

Status: 40 hours per week; full-time; overtime exempt. Schedule includes normal business hours

Work Location: SF Bay Area

Compensation Package: 401(k) plan with 4% match; generous medical coverage reimbursement; mobile reimbursement; competitive Paid Time Off and other leave benefits. Salary based on experience.



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Role Description

Planning/TDM Program Management

1. Identify roadblocks and provide viable solutions to alternative transportation usage.
2. Identify and comply with federal, state, county and local requirements and clean air mandates.
3. Contribute to the development and preparation of Transportation Demand Management plans and reports.
4. Coordinate Transportation Demand Management services that reflect the needs of employees and clients, such as transit, carpool, private shuttle busing, bicycle/ped safety and encouragement, Guaranteed Ride Home, and telework.
5. Provide recommendations for improved shuttle routing and schedules based on ridership data and performance measures.
6. Perform additional tasks as needed and directed.

Administration & Monitoring

1. Conduct baseline and annual Employee Transportation Surveys, on-board shuttle bus surveys, and other surveys as needed.
2. Analyze survey results and write survey reports.
3. Update and maintain commuter website and online carpool matching system.
4. Document, maintain and present program data.
5. Organize information, manage databases, perform data entry, and other administrative tasks as needed.

Marketing & Customer Service

1. Develop marketing and promotional strategies to enhance participation in Transportation Demand Management programs.
2. Design and distribute marketing material such as, flyers, posters, brochures and signage.
3. Provide personal trip planning assistance to commuters.
4. Staff Transportation Information Center during scheduled hours.
5. Present commuter information at new employee orientations and other outreach events such as transportation fairs.
6. Collaborate with employer, community partners, vendors, public agencies and others regarding Transportation Demand Management services.
7. Work with public transit and private shuttle bus operators.
8. Perform additional tasks as needed and directed.

Desired Skills

Education & Experience

- Bachelor's Degree from an accredited university and/or transferrable experience.
- Experience in program coordination, marketing, and customer service.
- Knowledge of San Francisco Bay Area transit systems and transportation demand management concepts is desired.

Administrative/Support

- Data entry and experience with databases and spreadsheets.
- Well-rounded skill set; can provide coordination support where needed.
- Comfortable and successful in new environments; can work with all levels of management and staff.
- Outgoing with ability to professionally market/promote multi-faceted program.
- Time Management; uses resources and time well to solve problems and complete deliverables quickly and efficiently.
- Level-headed; understands priorities and reacts appropriately; deals with unforeseen circumstances with calm and resolution.
- Support-oriented; can identify needs of team members and offer support where most needed.
- Demonstrated knowledge of and experience in developing and submitting proposals/plans and implementing/ coordinating the proposed services and objectives.
- Organized; manages data well.

Technical

- Demonstrated knowledge of and experience in maintaining records, developing and conducting surveys, documentation techniques and basic research methods.
- Well-versed in Excel worksheet construction geared to solve problems/answer questions.
- Strong ability to proof, manipulate document layout, and create documents for various applications (executive summaries, marketing material, reporting, etc.)
- Problem solving and research; ability to use intuition and reasoning to solve problems.
- Provide basic shuttle, transit & bicycle planning.
- Additional desired skills in ARCGIS, Adobe Photoshop and InDesign.
- Experience in, or understanding “behavioral change” concepts is a plus.

Personality/Character

- Detail-oriented and organized. Resourceful and flexible. Excellent time management skills.
- Excellent interpersonal and communication skills; professional, courteous, friendly, mindful of others.
- Advocate for commuter programs. Believes in the intrinsic value of transit, bicycling, and other commute alternative.

How to Apply

The following documents are required for job consideration. Please email to tdm@altrans.net:

- Cover Letter
- Resume
- Supplemental Questionnaire

Selection Process

Upon submission of all application documents:

- Conduct phone interview for qualified applicants.
- Schedule first formal interview for qualified applicants.
- Depending on outcome of first interview, provide Job Application.
- Contact References.
- Conduct second formal interview for qualified applicants.
- Background check for qualified applicants.
- Additional interview.
- Job offer.

Supplemental Questionnaire

1. Summarize your relevant job experience as it relates to the “Role Description” and “Desired Skills” portions of the job posting.
2. Describe in more detail one project or program that you personally developed, implemented and/or coordinated.
3. Describe in more detail any planning, survey or program analysis activities that you have participated in.
4. Describe your familiarity, engagement and stakeholder connections in an area that you are most familiar within the SF Bay Area as it relates to commute transportation modes, available resources, agencies and key stakeholders and transportation peers.

Upon receiving your cover letter, resume & questionnaire responses, ALTRANS will contact you to let you know whether we are interested in pursuing your candidacy.

Thank you!