



Accepting Resumes for a Shuttle Bus Account Manager Position

THE POSITION:

ALTRANS is studying and testing the possibility of hiring leadership personnel to oversee and grow our shuttle programs and business starting in 2017. This new management position would be assigned to work on the various shuttle bus services and programs that ALTRANS manages, owns and sub-contracts. The Shuttle Account Manager will report directly to the ALTRANS Transportation Demand Management (TDM) Director and serve our clients/staff/customers and would be supported by shuttle administration staff. If this position is formally announced, ALTRANS may start the position on a part-time basis and develop the position into a full-time career, depending upon the success of the Shuttle Account Manager in securing new business.

A. ASSIGNMENT:

Status: Part to Full-time, 12 months per year. Schedule includes some evening and weekend hours, as needed.

Work Locations: South Bay & Greater SF Bay Area

B. COMPENSATION

Annual Salary & Bonuses: Commensurate with experience

C. PREFERRED QUALIFICATIONS:

Preferably a Bachelor's Degree from an accredited college or university in environmental studies, transportation studies, urban studies, business management, public administration, marketing or related field and a minimum of three years of increasingly responsible shuttle bus account management experience involving frequent contact with regional government, business and the public.

D. PREFERRED TRAITS AND EXPERIENCE

- Self-Motivated / Goal-Orientated
- Verbal & Written Communication Skills
 - Verbal Presentation (one-on-one/small & large groups)
 - Ability to work well with people
 - Conflict Resolution
 - Good writer
- Shuttle management experience
- Experience in writing proposals and securing new business.
- Attention to Detail & Analytical Planner
- Promotions & Marketing
- Record-Keeping & Documentation
- Computer Skills - Excel/Word/PP/Publisher/GIS/Planning Software

E. SPECIFIC TASKS & ACTIVITIES

Business Development

Approximately 30% Of Time

1. Consistently meet and/or communicate with all shuttle clients; ensure client care/satisfaction levels.
2. Identify and secure shuttle stakeholders along existing in-house routes for shared shuttle services.
3. Develop, implement and manage Community Shuttle Programs and regular shuttle routes/programs.
4. Create new shuttle routes and prepare for in-house operations or sub-contract new routes.
5. Implement and manage new shuttle routes.
6. Manage the client/contract renewal process; secure contract renewals and extensions.

Research & Planning

Approximately 25% Of Time

1. Identify areas that can support new shuttle service. Provide shuttle bus needs analysis studies.
2. Assist with the design and development of shuttle routes. Create shuttle Implementation Plans.
3. Analyze current shuttle routes, schedules, passenger capacity and survey results.
4. Set ridership, schedule adherence and overall shuttle service goals and priorities.

Operations

Approximately 25% Of Time

1. Manage shuttle vendors for sub-contracted routes.
2. Monitor shuttle service and adherence to schedule, vehicle and driver safety items; condition of buses.
3. Identify and respond to shuttle incidents with in-house routes and independent vendors; provide follow-up resolution.
4. Conduct shuttle analysis; provide "Watchdog/Secret Shopper Service" and write/present reports.
5. Assist with on-going recruitment and training for regular and back-up drivers.
6. Identify and implement needed improvements to overall shuttle programs.
7. Spot check shuttle vendor's scope of work and invoices.

Program Marketing

Approximately 20% Of Time

1. Promote shuttle service via transportation fairs and events; increase passenger use.
2. Provide shuttle website and social media content.
3. Conduct Customer-Satisfaction Surveys. Report findings to shuttle staff and clients.

F. APPLICATION AND SELECTION:

The following documents and actions are required for final job consideration. **Note that ALTRANS is in the first phase of this potential job search/study - as shown as number one below.**

- 1. Submit resume and cover letter explaining your interest, experience and salary expectations for this position. Note if you would be available for part or full-time work.**
2. Supplemental Questionnaire. Questionnaire that will test your writing and job experience and may be provided to you after reviewing your resume.
3. Interview. Depending upon the results of your resume, cover letter and supplemental questionnaire, an interview may be scheduled.
4. Application. Depending upon the results of the interview, an application may be presented to you.
5. Reference Check. Depending upon the thoroughness/completeness of your application, a reference check may be completed.
6. Secondary Interview(s).
7. Job Offer.

Please send letter of interest, desired salary range (for PT & FT work) and resume to Jobs@altrans.net

Last Update: 7/12/17