



Shuttle Specialist

ALTRANS TMA, INC.

Overview

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.

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 Shuttle Specialist position will be assigned to work on Shuttle Programs with ALTRANS' current and future client base in the San Francisco Bay Area.

Status

Part-Time

Work Location

On-site (on board buses)
Remote (report writing)

Schedule

8-10 hours per week.

Pay Range for Shuttle Specialist

\$50.00/hour

Benefits

Sick Time—1 hour accrued for every 30 hours worked

Mileage reimbursement for travel to bus sites.



302 Toyon Ave, Suite F, Mail Stop 410

San Jose, CA 95127

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The Position

Through regular, on-board evaluations, the Shuttle Specialist observes and evaluates shuttle drivers, vehicles, and overall shuttle programs based on a wide array of criteria. These evaluations provide insight into the quality of the shuttle programs and help identify any service issues that may impact the long-term success and safety of the programs. This service and supportive role is intended to ensure that clients are not just settling for shuttle programs that are being performed, but that they are performed well.

ALTRANS monitors various shuttle programs throughout the SF Bay Area, currently around 30 hours per month of work. During the monthly shuttle evaluations, about 70 percent of the Shuttle Specialist's time is spent in the field, and on-board the shuttles, with about 30 percent of the Specialists time spent on writing reports of the operations, vehicle condition and customer service findings.

Preferred Qualifications

A minimum of three years of increasingly responsible TDM and/or shuttle bus account experience. Experience as a professional shuttle/bus driver is a strong plus.

Preferred Traits and Experience

Administrative

- Excellent verbal & written communication.
- Confident in presenting information 1:1, and to small groups.
- Works well with colleagues, clients and vendors .
- Analytical and solution oriented: Can identify, address, and find solutions to challenges and problems.
- Time management: Understands what a priority is and how to organize workload and time accordingly.
- Solid composition skills: Develops reports and written communication clearly and professionally; strong ability to proof, manipulate document layout, create documents for various stakeholders and purposes.
- Organized: Manages physical and digital data, assets, property, in an orderly and efficient fashion.
- Competency in Excel, Word, Acrobat, and project management apps such as Asana, etc.
- Ability to effectively work in the field and in an office environment.

Personality/Character

- Excellent interpersonal skills, self and others-aware
- Professional, courteous, friendly
- Honest: holds personal integrity, the value of one's word, and work ethic, in the highest regard
- Self-Motivated / Goal-Orientated
- Embodies ALTRANS Core Values:
 - **Transparency:** Acknowledging the risk, we share openly and honestly with our clients, establishing long-term relationships of mutual trust.
 - **Win/Win:** We live and work in "both/and" terms, knowing the success of our company is based on the success of our coworkers and clients.
 - **Integrity:** Our work and how we do it is whole and complete. No shortcuts, nothing swept under the rug.
 - **Interdependence:** 1 + 1 = 3. We combine our talents and abilities to create something greater.
 - **Going Beyond:** We see problems as opportunities, and creatively apply ourselves to find solutions and identify opportunities.

Role Description

Shuttle Monitoring and Evaluations

- Knowledge of Commercial Bus Safety Standards, including proper operation and maintenance
- Critically evaluate a shuttle operator's safety adherence to said standards.
- Identify potentially dangerous safety situations and make recommendations for improvement.
- Identify and analyze operational inefficiencies and issues and make recommendations for improvement.
- Critically observe the efficacy of the operator's customer service.
- Review and refine existing shuttle monitoring scorecard, and monitoring process.
- Use a laptop to complete assignments and to communicate with ALTRANS' coworkers and management.
- Draft typed reports documenting field evaluations, and complete those reports so they are ready to send to respective clients.
- Complete and submit reports based on timeline and due dates set by manager.

Application Process

Please send resume and cover letter to tdm@altrans.net.