



Transportation Demand Management
Shuttle & TDM Specialist
ALTRANS TMA, INC.

Overview

History & Background

ALTRANS has provided alternative transportation planning and trip reduction services for over 25 years. We are a company of Transportation Demand Management (TDM) professionals, experienced in:

- Managing commuter and community-based shuttle services
- Development conditions fulfillment
- Directing Transportation Management Associations (TMA)
- Crafting and implementing TDM plans
- Management of TDM operations.
- Traffic mitigation

The Position

Under the general direction of ALTRANS' management and our clients, the Shuttle & TDM Specialist position is assigned to our various shuttle bus services and TDM programs. The Specialist role in summary:

Through on-board evaluations, the 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.

When not onboard a shuttle, the Specialist provides key operations support. This includes route and service planning; schedule evaluation and optimization; on-board surveys, analysis and reporting; fleet assignments and procurement; bus yard facilities, maintenance, insurance & regulatory compliance; marketing coordination.

The Specialist is involved in the coordination of TDM program services for ALTRANS' clients. TDM programs are aimed at reducing vehicle trips and encouraging the use of public transit, employer/commuter shuttles, cycling, walking, and hybrid/telework. The Shuttle & TDM Specialist will report directly to the ALTRANS Shuttle Account Manager.

Assignment & Compensation

Status: Full time; Exempt

Work Location: SF Bay Area

Starting Salary Range: \$95,000 - \$110,000

Benefits At-a-Glance:

- 401(k) plan with 4% match
- \$860/month towards company health plan
- All-industry leading PTO.



ALTRANS
Alternative Transportation Solutions

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Preferred Qualifications

Preferably a bachelor's degree from an accredited college or university and a minimum of three years of increasingly responsible shuttle bus account experience involving frequent contact with regional government, business and the public. Experience as a professional shuttle driver is a strong plus.

Preferred Traits and Experience

Shuttle Operations & Marketing

- Coordinate shuttle vendors for respective shuttle routes and programs.
- Monitor shuttle service and adherence to schedule, vehicle and driver safety items; condition of buses.
- Identify and respond to shuttle incidents; provide follow-up resolution.
- Spot check shuttle vendor's scope of work and fulfillment of responsibilities.
- Consistently meet and/or communicate with all shuttle clients; ensure client care/satisfaction levels.
- Identify and develop ways to increase ridership.
- Promote shuttle service via transportation fairs and events
- Provide shuttle website and social media content.
- Engage in funding procurement and contract renewals.

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 is a priority 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.
- Advanced skill level in Excel, Word, GIS, Acrobat, and project management apps such as Asana, Basecamp, 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.

How to Apply

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

- Cover Letter, with answers to supplemental questionnaire below.
- CV.

Optional:

- A work sample or something that showcases your fit for this role.

Selection Process

Upon submission of all required documents from qualified candidates:

- Conduct phone interview
- First formal interview
- Contact references, review work samples (if applicable)
- Conduct second formal interview (if applicable)
- Provide Job Application
- Complete and clear background check
- Job offer

Supplemental Questionnaire

1. How many years of shuttle experience do you have? What was/were the role(s)? What was the scope of your responsibility?
2. How many years of TDM or related experience do you have? What was/were the role(s)? What was the scope of your responsibility?
3. If the answers to 1 and 2 are both “No years of experience,” please summarize your fit for this role.

