

**POSITION TITLE**

Commute Trip Reduction Specialist

**REPORTING RELATIONSHIP**

Program Manager

**STATUS**

Full time, Non-Exempt

**Position Open Until May 12th**

Commute Seattle is a Transportation Management Association founded in 2004. Our mission is to help Downtown users live more and drive less by improving access and mobility in Downtown Seattle. An alliance of the Downtown Seattle Association, King County Metro and the City of Seattle, Commute Seattle helps commuters find alternatives to driving alone by providing downtown commuters, employers and property managers with information about a variety of commute options and Transportation Demand Management (TDM) strategies.

**POSITION DESCRIPTION**

The Commute Trip Reduction Coordinator will be responsible for providing technical assistance, support and best-practices to the employers affected by Washington State's Commute Trip Reduction (CTR) law via a service contract from the Seattle Department of Transportation (SDOT).

This position works directly with approximately 100 large Seattle businesses in Center City Seattle educating them about the CTR law and helping them achieve compliance with state and city mandates by meeting annual requirements that include a work-place commuter survey, biennial reporting and providing effective CTR solutions for their employees.

This position requires a high degree of client relationship management and consultative sales. Applicants should be familiar with transportation demand management (TDM) strategies and have experience promoting and implementing alternative transportation solutions.

**RESPONSIBILITIES**

- Track and update budget, contract deliverables contract reporting, detailed client database system and fulfill all internal and external administrative functions associated with the position scope

- Assist in the design and evaluation of internal operating protocols that support timely, productive and scalable compliance and consultative services to approximately 100 businesses in Seattle, as well as identify and engage businesses that are newly affected by the CTR law.
- Provide assistance in person and/or over the phone to businesses for the development of their CTR programs and evaluate their program's effectiveness to meet the requirements of the city ordinance
- Assist in the development and implementation of compelling marketing strategies and support collateral to promote TDM products and other transportation solutions
- Analyze survey data and develop reports required by the state of Washington
- Track and report regulatory status and progress of affected employers
- Plan and execute educational/informational seminars, brown bag presentations, one-on-one meetings, and small group presentations that are high quality, high value and business focused.
- Identify, track and creatively engage CTR companies that are out of compliance and effectively problem solve into compliance and/or communicate problems to SDOT.
- Plan and execute timely CTR client network meetings, open houses, and training meetings that are effectively present regulatory or program elements
- Meet monthly, quarterly, and annual regulatory or program requirements as established with Program Manager and collaborate with larger team, as necessary to achieve organizational goals.
- Work collaboratively with partner organizations which include The Downtown Seattle Association, King County Metro, Washington State Department of Transportation and the City of Seattle. Represent partner products, services and policies accurately and professionally.
- Provide timely and friendly customer service to commuters, employers and property managers seeking information about transportation options through phone calls and emails and newsletter publication.

**Minimum Qualifications:**

1. A bachelor's degree in communications, marketing/design, business, urban planning, public administration or other related field
2. A minimum of 3 years in related employment including client management, Transportation Demand Management, Commute Trip Reduction, Consultative Sales, Transportation Planning or other related field.
3. Demonstrated history of increasingly responsible experience performing the variety and complexity of responsibilities associated with this position.

**Desirable Qualifications:**

- Demonstrated project implementation and critical path skills with fast moving, high volume, time sensitive environment with internal and external stakeholders

- Ability to comprehend, analyze, evaluate and communicate in writing and/or orally technical information to non-technical audiences
- Demonstrated interest in the field of alternative transportation; previous experience implementing transportation demand management strategies preferred
- Strong client management and customer service skills
- Ability to develop and present persuasive information to groups; public speaking experience
- Ability to work under pressure, organize work assignments, set priorities and meet deadlines
- Ability to act in a tactful and diplomatic manner and work on sensitive issues with diverse group of individuals
- Must be able to work independently and as part of a team, have strong collaboration skills and sense of responsibility.
- Competency with MS Office required. Experience with Dynamics CRM preferred.

**COMPENSATION:**

Annual salary DOE, plus full medical, dental, vision benefits, paid time off, short and long term disability, 401K retirement plan and annual ORCA Passport transit pass.

**TO APPLY:**

Please send resume, cover letter and salary expectations to [kendleb@commuteseattle.com](mailto:kendleb@commuteseattle.com) to ensure consideration.

NO TELEPHONE CALLS PLEASE

Commute Seattle is an Equal Opportunity Employer