



commute seattle

POSITION TITLE

Policy & Operations Manager

REPORTING RELATIONSHIP

Executive Director

STATUS

Full time, Exempt

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 Seattle. An alliance of the Downtown Seattle Association, King County Metro, Sound Transit, 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 Policy & Operations Manager contributes to select executive director policy engagement, oversees operational growth and assists in achieving strategic organizational objectives at Commute Seattle, and provides support to other programs as needed based upon personnel availability.

RESPONSIBILITIES

- Contribute to oversight of strategic plans through building dashboards, tracking metrics, and contributing valuable ideas
- Provide assistance to or substitute for the ED at select events and policy-related meetings
- Supervise the professional development program, including supporting team engagement in conferences, individualized training, and regular professional feedback
- Support long-term planning efforts with internal stakeholders and partners
- Support select programmatic expansion as necessary as the organization grows
- Assist in standardized supervision of administration and operations functions such as contract negotiation, administration, recordkeeping, customer tracking, invoicing, program measurement and effectiveness reporting, correspondence and procedures
- Oversee national best practice comparisons of our work and our peers on transportation and land use policy-related objectives and issues.
- Lead on additional projects and organizational support as applicable, particularly as the organization grows, or in the event of staffing shortfalls until such shortfalls are resolved

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MINIMUM QUALIFICATIONS

Qualifications

- Bachelor's degree in urban planning, real estate, business, public administration, or related fields
- 2-4 years of high visibility project or program management experience
- Demonstrable experience in development and editing visual and written organization content
- Experience developing and producing quarterly and annual reports and establishing outcome goals and benchmarks
- Experience managing an annual budget and quarterly invoicing
- Professional and capable of providing excellent customer service to potential clients
- Excellent written and oral communication skills including the ability to develop and deliver presentations to groups of all sizes
- Strong organizational skills and demonstrated success meeting deadlines with high quality results
- The ability and willingness to handle multiple projects, demands and moving targets
- Ability to work independently and as part of a team, strong collaboration skills and sense of accountability
- Competency in MS Office Suite and Outlook

DESIRABLE QUALIFICATIONS

- Master's degree in a related field
- Knowledge and experience with parking systems and policies in Seattle
- Demonstrated success negotiating and administering government funded programs and contracts
- Experience analyzing quantitative data to inform program design and improvement
- Transportation Demand Management (TDM) or other transportation industry experience
- Experience using relational databases such as Access and NeonCRM. Experience using mapping software such as Tableau or ARCGIS a plus
- 2+ years managing staff

COMPENSATION: Annual salary competitive 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; three references and salary expectations by (5/5) to hannahf@commuteseattle.com - NO TELEPHONE CALLS PLEASE

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