



VANPOOL COORDINATOR

Intercity Transit is the municipal agency that provides public transportation for people who live and work in Olympia, Lacey, Tumwater, and Yelm, an area of approximately 100 square miles. We operate bus routes, door-to-door service for people with disabilities, a vanpool program, specialized van programs, and are active in community partnerships. Intercity Transit's mission is to **provide and promote public transportation choices that support an accessible, sustainable, livable, healthy, prosperous community**. Please visit our website at www.intercitytransit.com for more information.

Intercity Transit is currently recruiting for the fulltime non-exempt position of **Vanpool Coordinator** that requires a confident, highly motivated and customer-focused individual who has a collaborative working-style and operates in a spirit of partnership in accomplishing work. We are looking for someone with the drive and ability to identify opportunities, generate leads, and develop strategies to encourage employers and employees to use vanpools and other rideshare options. A commitment to serving the community and helping people see the benefits of using an alternative mode of transportation is a must.

This position reports to the Vanpool Manager in the Operations Department, and performs activities related to the administration and daily operation of the vanpool fleet and rideshare services. Excellent benefits are offered, including: health insurance, PERS and deferred comp retirement plans, and paid sick and vacation leave. Wage range is \$25.84 - \$34.89 per hour.

RESPONSIBILITIES/DUTIES

- Performs specialized outreach activities to the business community, governmental entities, and non-profit organizations with the goal of gaining new vanpool and rideshare clients.
- Represents the agency at events to educate and recruit throughout the region.
- Performs marketing activities including promotions and advertising.
- Builds vanpool sources by researching and contacting employers and maintaining rapport.
- Coordinates the placement of vans with groups of commuters and serves as the liaison for vanpool groups, as well as the liaison for maintenance and risk management activities.
- Recruits vanpool volunteer coordinators, drivers and bookkeepers.
- Monitors and reports on vanpool compliance; coordinates processing and reconciling of monthly reports and billings.
- Receives and responds to complaints related to vanpool driving performance and interpersonal conflicts.
- Teaches defensive driving and all program elements.
- Supports cross-functional collaboration across the organization.

REQUIREMENTS/QUALIFICATIONS

- Associate's Degree and 3 years related program, sales, or transportation experience or training; equivalent combination of education and experience may be considered.
- Exemplary customer service and communication skills in every interaction, as well as demonstrated ability to present information to diverse groups and individuals.
- Excellent written and verbal communication skills.
- Must possess drive, motivation and persuasiveness for selling your ideas.
- Ability to effectively manage competing priorities with frequent interruptions.
- Intermediate skills in Microsoft ACCESS, Excel, and Outlook.
- Occasionally work evenings, early mornings, or weekends if necessary.
- Valid WA state driver's license required.

TO APPLY

A **letter of interest and a resume** that includes your last ten years of work/volunteer/military/school history are required at www.intercitytransit.com. **INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED**. Intercity Transit's preferred method of communication is via email, so accurate and active email addresses are essential. Completed applications must be received by **April 6, 2018**.

Intercity Transit is an equal employment opportunity employer and strives to provide a culturally diverse workforce. We also take pride in being a drug free workplace. Note that Intercity Transit is subject to requirements of the Federal Drug-Free Workplace Act and CFR Part 40 & Part 655, which prohibits the use of marijuana at any time while employed by Intercity Transit.