

**POSITION TITLE**

Outreach Coordinator

**REPORTING RELATIONSHIP**

Business Development Manager

**STATUS**

Full-Time, Non-Exempt (hourly)

Commute Seattle is a Transportation Management Association founded in 2004. Our mission is to foster mobility partnerships and services to keep Seattle moving and thriving for all. 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. We believe in the power of diversity to enrich our work both internally and within the greater Seattle community.

**POSITION DESCRIPTION**

The position will support small business outreach and marketing efforts funded through Washington Department of Transportation by developing and leveraging transportation marketing and outreach strategies with local Chamber of Commerce and Business Improvement Associations. This position will be responsible for providing assistance and best-practices to small businesses through consultations, communications, marketing, and event coordination that support multi-modal solutions for commuters, employers and property managers.. This position will also provide services to small employers, property managers and commuters across Seattle to further reduce drive alone trips to and through Center City neighborhoods.

**RESPONSIBILITIES***Small Business Development and Outreach*

- Consult with employers in Rainier Valley, International District, SODO, and Capitol Hill communities with 5-99 employees (approximately 20-25 sites) to reduce drive-alone commuting

- Recruit small businesses to enroll in our pilot program; keep enrolled businesses engaged throughout the program
- Conduct direct outreach to employees about transit options and upcoming transit service and technology changes
- Support the development of marketing and communications for transit options for distribution to various audiences
- Create and conduct workshops to help employers and commuters understand their transportation options.
- Coordinate efforts with established Commute Seattle programs, ensuring clients are offered a comprehensive suite of services and networking opportunities

*Additional Duties*

- Participate in a team rotation to staff events hosted by Commute Seattle including commuter outreach events, business forums, seminars, and other engagements
- Assist with the development of new and innovative educational programming
- Provide accurate, timely and friendly customer service over the phone or through email regarding the suite of transportation choices available to downtown businesses
- Meet monthly, quarterly and annual program requirements as established with manager and collaborate with larger team to achieve organizational goals
- Work collaboratively with partner organizations that include the Downtown Seattle Association, King County Metro, City of Seattle, and Sound Transit. Represent partner products, service and policies accurately and professionally

**Minimum Qualifications:**

- Two years of outreach, group facilitation, marketing, consultations, sales, or client relations experience
- Previous experience managing relationships with individuals and groups
- Experience with public speaking, event coordination, and writing for a variety of audiences
- Strong organizational and problem solving skills
- Must be able to work independently and as part of a team
- Competency with MS Office, MS Excel, and Outlook

**Desirable Qualifications:**

- A bachelor's degree in business, communications, urban planning, sustainability or other related field
- Experience working in diverse communities
- Ability to translate, written and verbally, in multiple languages. Somali, Amharic, Tagalog, Tigrigna, or Vietnamese preferred
- Demonstrated interest in transportation
- Knowledgeable of transit agencies and transportation issues in the Puget Sound region

- Demonstrated project implementation in high volume, time-sensitive environment with internal and external stakeholders
- Demonstrated success meeting sales targets, contract goals and project deadlines
- Strong client management and customer service skills
- Ability to present technical information to diverse audiences
- Ability to act in a tactful and diplomatic manner and work on sensitive issues

COMPENSATION: Annual salary \$46,000 (\$22.12/hour), plus full medical, dental, vision benefits, paid time off, short and long term disability, 401K retirement plan and annual ORCA Passport transit pass.

This position is funded through December 31, 2018, with the possibility of extending.

TO APPLY: Please send resume, cover letter and salary expectations to [gracieg@commuteseattle.com](mailto:gracieg@commuteseattle.com). We would like to fill this position as soon as possible. Submissions will be reviewed on a rolling basis. Submissions will be accepted until the position is filled. NO TELEPHONE CALLS PLEASE

Commute Seattle is an Equal Opportunity Employer