



commute seattle

**POSITION TITLE**

Program 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 Downtown 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 Program Manager is responsible for supporting and implementing all aspects of Commute Seattle's transportation programs designed to reduce commute trips into downtown Seattle. The Program Manager will oversee all aspects of administration and operations with government partners; fulfill grant reporting and implementation requirements; staff the Commute Seattle Advisory Committee; and oversee special projects and additional programs as assigned.

**RESPONSIBILITIES**

- Coordinate, oversee, and report on various service delivery contracts with local government partners including, but not limited to, Commute Trip Reduction Services and ORCA Passport Sales
- Assumes responsibility for daily implementation of grant program requirements and programming, grant program management, and reporting of grant information as required by government partners
- Oversee, develop, plan, coordinate and deliver transportation events and additional specialized outreach in support of program goals: ETC Educational Series, ORCA 101s, trainings, commuter promotions
- Coordinate and staff monthly Commute Seattle Advisory Committee meetings; including member recruitment and retention, creation of reporting documents, agendas, marketing material, and policy papers
- Oversee organizational outcome tracking: finalize monthly and quarterly organizational dashboard of activities and other applicable reporting tools

- Provide complementary transportation solutions in a consultative manner to employers and property managers
- Develop marketing campaigns and promotional events to meet contracted grant and organizational deliverables
- Perform and supervise administration and operations functions such as contract negotiation, administration, recordkeeping, customer tracking, invoicing, program measurement and effectiveness reporting, correspondence and procedures.
- Provide quarterly and annual status reports on grant implementation and invoicing
- Supervise, hire and develop strong team to assist with goals.
- Other projects and duties as assigned

## **MINIMUM QUALIFICATIONS**

### **Qualifications**

- Bachelor's degree in urban planning, real estate, business, public administration, or related fields, master's degree preferred
- 3-5 years of grant or program management experience
- 2+ years managing staff
- 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 public 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**

- Demonstrated success negotiating and administering government funded programs and contracts
- Experience analyzing quantitative data to inform program design and improvement
- Transportation Demand Management (TDM), Commute Trip Reduction (CTR), mobility options, or other transportation industry experience
- Knowledgeable of transit agencies and transportation policies in the Puget Sound Region
- Experience using relational databases such as Access and NeonCRM. Experience using mapping software such as Tableau or ARCGIS a plus

**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 January 22nd to [brendanl@commuteseattle.com](mailto:brendanl@commuteseattle.com) NO TELEPHONE CALLS PLEASE

Commute Seattle is an Equal Opportunity Employer