



NOTICE OF VACANCY

INTERNAL AND EXTERNAL

Position: Senior Vanpool Program Associate

Salary Grade: M

Reports to: Vanpool Program Manager (Joe Stainsby)

Date of Notice: October 9, 2018

Closing Date: 5:00 pm - October 19, 2018

Application Process: Submit letter of interest and resume to the HR Support Specialist (Tracy Dean) by closing date.

GENERAL DEFINITION OF WORK:

The Potomac and Rappahannock Transportation Commission (PRTC) is seeking a professional to fill the position of Senior Vanpool Program Associate. This position supports the Vanpool Incentive Program by performing tasks necessary to ensure program success including; collection and validation of data for submission to state and local authorities, enrollment of new vanpools, monitoring participating vanpools, responding to inquiries regarding the program, promoting vanpooling to the general public, and providing customer service for existing and prospective program participants. Daily activities require independent decision-making skills, ability to apply critical thinking skills to arrive at creative solutions, and attention to detail.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions of this position include, but are not limited to:

Specific Job Responsibilities include but are not limited to:

Collects and validates data submitted by participating vanpools and disseminates to regional and state agencies as required. Works with program participants to ensure that data is submitted in a timely manner and in compliance with program rules. Works with PRTC staff to ensure that data is maintained in such a manner as to allow for accurate and timely reporting to NTD for monthly and annual reports.

- Develops, maintains, and reports service/productivity standards and statistics.
- Develops and suggests changes and enhancements to program processes.
- Provides program information to prospective participants and assists interested vanpools with program enrollment.
- Assists with the development of program marketing and promotional materials.
- Represents the program on regional committees and steering groups.
- Responds to program inquiries from the general public.



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- Provides ridematching assistance to program participants and the general public using program database.
- Assists program participants with any program-related issues.
- Provides assistance with program marketing including representing program at transportation fairs and other public events.
- Ensures the integrity of participant data and that reporting requirements are met.
- Works with regional and corridor-specific incentive management groups to ensure that program is run and billed efficiently and that metrics are reported in a timely manner.
- Assists Program Manager as directed/necessary.
- Serves as back-up for Program Manager and Program Associate.

Office Skills/Competencies:

- Requires knowledge of local and regional geography, demographics and commuting practices.
- Ability to communicate, both orally and in writing, in a clear, concise and logical manner, including the ability to communicate effectively before groups, and to cooperate with others to promote teamwork.
- Ability to work independently; demonstrate effective time management skills, be flexible and adaptable to change.
- Possesses strong organizational abilities with an attention to detail.
- Possesses strong analytical, problem-solving, and decision-making skills.
- Demonstrated proficiency in the MS Office Suite with functional knowledge of database and spreadsheet software.
- Must be sensitive to customer needs and be able to establish and maintain effective working relationships.
- Knowledge of marketing/promotional practices, including use of social media, preferred.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a Bachelor's Degree in a related field and three years directly related experience in Transportation Demand Management or Customer Service industries.

The statements in this job description are intended to describe the **general nature** and **level of work** being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.