



Vanpool Coordinator

If you have:

- A proven track record of providing exceptional customer service that reflects motivation, dependability, and friendliness in every interaction.
- Demonstrated skill in data entry, project support, coordination, writing, and reporting, to include proficiency in English language, grammar, and punctuation.
- Proven ability to effectively manage competing priorities, track multiple projects, and leverage resources

Then **this position is for you!**

We are looking for a highly skilled, energetic professional to join our Vanpool team, as a **Vanpool Coordinator**. This position is full-time and will provide assistance to the Manager and division staff through the performance of a variety of duties related to outreach, marketing, promoting, and sustaining the Vanpool department.

It's an exciting time to join IT!

Last November, the community overwhelmingly approved a ballot measure that will provide 50% more funding and will allow Intercity Transit to expand public transportation within the community. We're adding staff, moving forward with capital projects and investing in technology that will support these additional transit services. Intercity Transit is a nationally recognized public transit agency that provides fixed route transit, ADA paratransit and vanpool services to the communities of Lacey, Tumwater, Olympia, and Yelm. We invite you to join us in our mission to provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community

As a Vanpool Coordinator **you will:**

- Perform outreach activities to the business community, governmental entities and non-profit organizations with the goal of gaining new vanpool and rideshare clients.
- Represent the agency at events to educate and recruit throughout the region.
- Perform marketing activities including promotions and advertising to change commute behaviors.
- Build potential vanpool sources by researching and contacting employers and maintaining rapport.
- Coordinate the placement of vans with groups of commuters and serve as the liaison for vanpool groups, as well as the liaison for maintenance and risk management activities.
- Recruit vanpool volunteer coordinators, drivers, and bookkeepers.
- Monitor and report on vanpool compliance; coordinates processing and reconciling of monthly reports and billings.
- Receive and respond to complaints related to vanpool driving performance and interpersonal conflicts.
- Teaches defensive driving and all program elements.
- Supports cross-functional collaboration across the organization.

Are you **the one we're looking for?**

- Experience in program outreach, marketing, and promoting that includes drive, motivation, and persuasiveness.
- Intermediate skills in Microsoft Access, Excel, Power Point, and Outlook.
- Excellent written and verbal communication to include proficiency in English language, grammar, and punctuation.
- Admirable customer service skills with both internal and external customers.
- Ability to present information to diverse groups and individuals.
- Skill, desire, and ability to collaborate with co-workers in a diverse, fast paced environment
- Extreme attention to detail.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

What's in it for you?

- Work with a wonderful team in an agency that has great opportunities.
- Receive a competitive salary, \$57,020.40 to \$76,990.79 annually.
- Have an excellent benefits package to include health insurance, various retirement benefit options in addition to Washington State PERS, as well as generous paid sick and vacation leave.

Ready to jump on board?

We look forward to your application! Please submit a **letter of interest and resume** that includes your last ten years of work/volunteer/military/school history at www.intercitytransit.com. We will not consider incomplete applications.

Intercity Transit's preferred method of communication is via email, so an accurate and active email address is essential. Completed applications must be received by: **Sunday, January 26, 2020 by 5:00pm.**

Eligible applicants will be contacted to attend a required testing session on Tuesday, January 28, 2020

Interviews will be held Friday, February 7, 2020

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 prohibit the use of marijuana at any time while employed by Intercity Transit.