



Central Atlanta Progress
Atlanta Downtown Improvement District

Transportation Program Coordinator, Part Time

Background

Central Atlanta Progress, Inc. (CAP) is a private, nonprofit corporation of Atlanta business leaders, property owners, and institutions working with each other and with government since 1941 to help build a better city center. CAP carries out research and planning and acts as a catalyst for a wide range of programs and projects for the improvement of Downtown Atlanta. Our affiliate organization, the Atlanta Downtown Improvement District (ADID), funds major programs in transportation, capital improvements, public safety, cleanliness and marketing. For more information, visit www.atlantadowntown.com.

CAP is seeking a dynamic individual to join the team of professionals who manage programs that promote the use of alternative forms of transportation including carpooling, vanpooling, transit, biking and walking. The Transportation Management Association (TMA) provides a range of services to the Downtown Atlanta community on transportation issues. Its ultimate goals are reducing traffic congestion, facilitating mobility, addressing parking demand and improving air quality. The Downtown TMA currently works with companies and property owners in Downtown to address these transportation and workforce growth issues by developing and implementing commuter programs which include carpools, vanpools, transit, teleworking, parking management and other services.

Position Description

Working under direction of the Program Manager of Transportation & Sustainability, the Program Coordinator is primarily responsible for the delivery and management of CAP's Downtown Transit Pass Program (DTTP) and also supports other transportation programs. The coordinator will either oversee or perform the following:

- **Downtown Transit Pass Program:** CAP/ADID facilitates discounted transit fares to more than eight Downtown companies. This position manages all aspects of the monthly systems and accounts including interaction with MARTA's online BREEZE interface; customer service and education for participating commuters; and troubleshooting technology with the fare cards. This duty is administratively intensive, and recurs each month;
- **Commuter Rewards Incentives/Prizes Monthly Management:** The Program Coordinator will support this regional incentive program that provides incentives and prizes to commuters participating in reward programs through the management of a contact management system for participants and utilizing web-based reporting tools;
- **Commuter Outreach:** This position will support the CAP/ADID TDM team by conducting Downtown employee-focused outreach and communication and working with third-party resources and partners;
- **Reporting:** The Program Coordinator will develop and administer commuter surveys to assess the level of program activity and participation and complete regular reporting activities using Salesforce (customer relationship management software) for periodic measurement and evaluation, consistent with Atlanta Regional Commission grant requirements;
- **Nurture existing partnerships and relationships and develop new ones to support the organization's mission;**
- **Work cross functionally within the transportation and sustainability team and overall organization to support CAP/ADID's mission and goals;**

- Other duties that may be assigned related to the administration and execution of CAP/ADID transportation programs.

Desired Qualifications

- A Bachelor's degree in business, accounting, marketing, communications, urban planning, public administration, environmental sciences, or other related field;
- 2+ years paid work background in a professional setting ideally related to transportation, office administration, accounting, retail, or customer service;
- Enjoys operating in a complex, client-facing customer service environment;
- Exceptional level of detail orientation, and competence at navigating complex administrative systems;
- Strong written and verbal communication skills are necessary;
- Understanding of, appreciation for or experience with sustainable transportation trends and transportation demand management principles;
- Proficiency in Microsoft Office (Excel, Word and PowerPoint) is required. Experience with and a willingness to learn Adobe Creative Suite software, including Illustrator, InDesign and Photoshop, and website platforms (e.g. WordPress, HTML, Salesforce, etc.) including content management systems is desired; and
- Proven project management capabilities and leadership skills.

Compensation

Employment is provided through Central Atlanta Progress, Inc. CAP is an equal opportunity employer and will consider all qualified applicants for employment without regard to age, disability, religion, creed, political affiliation, race, color, sex, marital status, sexual orientation or national origin. Compensation is expected to be between \$20.00 and \$23.00 per hour, dependent upon qualifications, and experience.

The Program Coordinator is expected to work 30 hours per week (maximum). A flexible, but regular schedule will be developed with the successful candidate to establish the hours to be worked Monday through Friday between 8:30 a.m. and 5:00 p.m. Some earlier morning or later evening work hours may be required at limited times.

CAP offers employees a competitive benefits package including health insurance, dental insurance, short-term disability and a 401(k) savings program.

Applicant Instructions and for Further Information

Interested applicants should e-mail a letter of interest and their resume to Deana Davis at DDavis@atlantadowntown.com. Only those applicants deemed qualified will be contacted. No phone calls, please.