

<b>Location: Atlanta, GA (Inman Park)</b>	
<b>Opportunities: Program Assistant</b>	
<b>Reports to: Senior Program Specialist</b>	
<b>Pay Rate: \$35,000 - \$45,000 per year</b>	<b>Full time: 40 hours/week – 2-month probationary period</b>
<p><b><u>Company Description:</u></b></p> <p>UrbanTrans North America (UrbanTrans) is a woman operated and owned sustainability consulting firm with offices in Atlanta, Denver, Los Angeles, and Toronto, Canada.</p> <p>UrbanTrans specializes in innovative transportation solutions with a focus on transportation related program management, complete marketing services and multi-modal transportation planning. Our mission is to create sustainable environments by developing and advancing innovative transportation solutions. We believe that increasing the availability and viability of convenient travel choices for all people benefits communities, employers, developers, and citizens by reducing transportation infrastructure spending, alleviating congestion and improving air quality.</p>	
<p><b><u>Job Overview:</u></b></p> <p>UrbanTrans manages various outreach and program management efforts for transportation related organizations and programs in Atlanta. The successful Program Assistant candidate will perform ongoing strategic outreach and communications support primarily for the Transportation Management Association (TMA) our firm manages at Hartsfield Jackson International Airport, and the position will be split between our Atlanta office location and the Atlanta airport. This role also includes managing a transit pass program for the TMA in the Perimeter activity center. We are looking for an individual who is customer-focused and has the ability to multi-task. The ideal candidate for this job is resourceful, a good problem solver and organized. Duties will include, but are not limited to:</p> <p><b>Job Overview:</b></p> <p>TMA Help Desk:</p> <ul style="list-style-type: none"> <li>• Staff commuter/employee help desk located in the airport; provide exceptional customer service and serve as first point-of-contact for employees interested in commute programs.</li> <li>• Provide detailed, individual commute information to airport employees. This will require familiarity with computer-based programs such as ATL Transit, Google maps, and a regional ride matching database to assist employees with customized trip planning</li> <li>• Manage and regularly update Help Desk database of commuters and partners that have requested programing information</li> <li>• Staff outreach events such as transportation fairs, tabling, lunch and learns, and other forms of customer outreach</li> <li>• Select/order/manage giveaways and incentives for outreach related projects</li> <li>• Support the delivery of an annual airport wide commute survey</li> <li>• Respond to text messages, emails and phone calls from commuters</li> </ul> <p>Transit Pass Program Administration:</p> <ul style="list-style-type: none"> <li>• Administer all elements of a transit pass program for Perimeter-area client, including: <ul style="list-style-type: none"> <li>○ Manage monthly order process between employers and Atlanta transit agencies</li> <li>○ Answer phone calls and emails regarding the transit pass program, including Breeze card troubleshooting and replacement orders</li> <li>○ Generate monthly orders utilizing Excel database</li> </ul> </li> </ul>	

**Skills, Knowledge, and Abilities:**

Must have exceptional customer service skills. Must have strong communication and interpersonal skills to work closely with various audiences. Computer skills including knowledge and experience in Microsoft Office including strong Excel knowledge are extremely important. Must be able to communicate through well written emails and text messages, through phone calls and in-person outreach, meetings and one on one assistance. Must have the ability to work independently at an offsite location while serving as part of a larger Atlanta based team. Must be able to prioritize work tasks and manage multiple tasks. Must be able to work productively in an open office environment (note we are a dog friendly office space).

**Other Requirements:**

- Valid Driver's License and access to a vehicle
- Must demonstrate excellent organizational skills, communication abilities, proactivity, multi-tasking and basic familiarity with project coordination for several tasks.
- Desire to positively affect the community, region and environment
- Ability to lift, carry and transport 25+ lbs.
- Employment contingent on passing a Department of Homeland Security background check for airport related work.

**Education and Work Experience Requirements:**

- Degree in marketing, communications, business, environmental studies or related field.
- Full-time professional experience related to customer service, marketing or public outreach

**To Apply:**

Please send a resume and cover letter to Dan Weaver: [weaverd@urbantrans.com](mailto:weaverd@urbantrans.com)

Positions will remain open until filled.

We appreciate all applicants; however, only those shortlisted for an interview will be contacted.