

Southwestern Pennsylvania Corporation Job Description

Position Title: Ridesharing Specialist	
Reports to: Ridesharing Program Manager	Revised Date: 3/2020

General Purpose: Supports, develops and implements the efforts of the CommuteInfo ridesharing program services including the outreach to employers, employees, schools, and the general public to provide information on travel demand management strategies and alternate modes of transportation.

Essential Functions:

- Assists in the developing and implementing work plans for various CommuteInfo services/initiatives.
- Answers and logs ridesharing calls – produces and distributes match lists and program reports as needed.
- Maintains files of program activity, including managing the ridesharing software and database of information to provide connectivity between businesses, clients and poolers.
- Serves as a liaison with the public, businesses and associations developing and maintaining partnerships promoting the CommuteInfo program’s services and presents and explains the program to various audiences.
- Performs initial and follow-up contact with inquires to determine program utilization.
- Develops, reviews and edits select reports and memorandums.
- Plans, makes preparation for, and staffs both technical and specialty meetings.
- Participates in special events and programs to promote ridesharing.
- Coordinates/maintains/updates CommuteInfo social media efforts.
- Assists with the implementation of the regional TDM Plan
- All other duties as assigned by Supervisor/Manager.

Education / Experience Requirements:

- Associates degree from a two-year college or technical school; Bachelor’s degree preferred; and 1-2 years of related experience or training; or combination of experience and education.
- General computer skills with the ability to learn new software applications
- Valid PA Drivers License
- Ability to operate (for demonstration purposes) all vehicles used in the program.

Physical Requirements:	60% Sitting, 10% Standing, 30% Walking, 60% Use of hands, 90% Talking / Hearing, Lift <20lbs, close vision
Skills:	Judgment & Decision Making, Problem Identification, Critical Thinking, Active Listening, Information Gathering, Reading Comprehension, Speaking
Knowledge:	Customer & Personal Service, Clerical, English Language
Abilities:	Written/Oral Comprehension & Expression, Deductive Reasoning, Information Ordering, Speech Clarity & Recognition, Number Facility, Memorization
Work Environment:	Works in an environmentally controlled clean office

Employee’s Signature

Date

Human Resources

Date