



Travel Services Associate

This position is responsible for facilitating the review of commuter schedules, origins and destinations to determine potential placement and ensuring that customers and potential customers have a positive experience identifying commute options. This includes ensuring that accurate information is provided on carpool, vanpool, biking, walking, bus and park and ride options at all times, intense familiarity with transit routes, Share the Ride NC software and vanpool operations. They will support database maintenance and provide public outreach through community, university and employer events.

Responsibilities include (but not limited to):

- Ensuring customers seeking information on commute options are provided a customized commute plan based on preferred options with all relevant modes including Emergency Ride Home and GoPerks information.
- Tracking and reporting on support provided and commute behavior change after assistance and other record keeping tasks.
- Entering employees and students in Share the Ride NC to encourage easier participation and providing details on carpool and vanpool matches.
- Assisting in filling empty seats for carpool using Share the Ride NC.
- Assisting in maintenance of Share the Ride NC software database, customized subsites, and survey data compilation.
- Providing support to TDM Local Service Providers with information specific to their hot spot such as to a specific employer or another location.
- Supporting Local Service Providers and Regional TDM staff with onsite events to promote commute options, providing specific details for transit and accepting applications for individualized assistance.
- Preparing agendas, maintenance support and minutes for TDM Partners meetings and committees.
- Providing event planning and support for Regional TDM programming.
- Developing online forms, using survey software, and administering conference calls and webinar software.
- Performing other duties as requested and assigned.

The Travel Services Associate is required to have an Associate's Degree or high school diploma and two (2) years of relevant work experience. The ideal candidate will have experience with the maintenance of databases, reporting, analysis, and quality control. Knowledge of transit scheduling is preferred. A good driving record and valid NC driver's license is required. The candidate must have the ability to work some early mornings, nights, and weekends. Additionally, they should be able to lift and carry up to 50lbs, and able to work outside for multiples hours at a time during all seasons. They will have demonstrated competencies in customer service and the ability to work with the public, in

person, electronically and over the phone. Multi-tasking skills are essential as the candidate will be required to work independently on several program objectives at once. Interpersonal skills are essential, the candidate should be able to effectively communicate with staff and the general public, and the proven ability to communicate effectively orally and in written form with government entities, staff, vendors, and the general public. Proficiency with Microsoft Office packages with an emphasis on Excel, Outlook, and Word is essential to this role. Salary range is \$31,821 - \$45,661 and a comprehensive benefits packages is offered.

Interested candidates can email resume and cover letter to jobs@gotriangle.org or mail to:

GoTriangle
ATTN: Human Resources
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