



## JOB ANNOUNCEMENT

**COMMUTE CONSULTANT I SALARY RANGE - \$3,475 - \$4,223**

**COMMUTE CONSULTANT II SALARY RANGE - \$4,170 - \$5,068**

**FINAL FILING DATE: 5:00 P.M. – MONDAY, AUGUST 11, 2014**

*The Commute Consultant is a flexibly staffed position. The current opening is for one (1) Full-Time Commute Consultant that may be filled at the I or II level depending on qualifications and the Authority needs. A certification list will be developed for any future Commute Consultant openings and the list will be valid for up to one (1) year.*

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**Benefits:** PERS Retirement  
Employer paid health insurance, dental, vision, and life insurance  
Holidays, Vacation and sick leave

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### **Job Summary:**

The **Commute Consultant I/II** is responsible for providing high-quality customer service to the general public via telephone, events, employers and other community outreach. The Commute Consultant I will be utilizing a specialized ride matching computer program and other commute alternative information for Napa and Solano County. The Commute Consultant I is the entry level class within the Commute Consultant series, while the Commute Consultant II is the journey level within the classification. Employees at the Commute Consultant I level receive instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. The Commute Consultant II is the full journey level class within the Commute Consultant series. This class is distinguished from the Commute Consultant I by the assignment of the full range of duties assigned. Employees at the Commute Consultant II level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

### **ESSENTIAL DUTIES and RESPONSIBILITIES:**

- Be a knowledgeable resource for a wide range of alternative transportation information: carpooling, vanpooling, bus, ferry, rail, bicycling, and other modes;
- Be familiar with the Solano, Napa, Bay Area, and Sacramento transit regions; Refer to transit maps and schedules, street maps, and other specialized materials to assist clients on a daily basis;
- Liaison to employers, commuter vanpools, and other organizations to utilize and promote Transportation Demand Management (TDM) services and programs;
- Understand Commuter Vanpool State Law and assist the public on related matters;
- Interact with private and public organizations cooperatively;
- Plan, coordinate and proactively provide commuter vanpool formation and support services;
- Staff events, interact with the public to disseminate commute alternative information; set-up event displays and materials;
- Identify employer outreach marketing opportunities and assist with product development;
- Prepare and make presentations to various organizations, committees and meetings.
- Communicate with commuters and counsel them on their commute options; complete customer service follow-up; and route client calls appropriately;
- Apply strong customer service skills in a professional manner to day-to-day interactions;
- Identify solutions, prepare recommendations, and implement a personalized system for transit and other commute alternatives;
- Coordinate ride matching applications, process into database call-in, write-in, and electronic;

**STA is an equal opportunity employer.**

- Drive agency van to events and load/unload event materials;
- Monitor and prepare reports for regular activities and grant funds.
- Manage & update files in Word, Excel, Access, and possibly other applications.
- Provide assistance to the Program Services Division Manager, SNCI staff, and other STA staff as needed.
- Build and maintain positive working relationships with co-workers, other Agency employees, external resources such as vendors and contractors, and the public using principles of good customer service and leadership; perform related duties as assigned.

**QUALIFICATION REQUIREMENTS:**

Given the issues and priorities facing the Transit and Rideshare Services/SNCI Program, the incumbent must be a motivated self-starter with excellent customer service and organizational skills, a flexible team player with a positive attitude, and the ability to outreach and develop cooperative relationships with commuters and other clients.

**EDUCATION and/or EXPERIENCE:**

Any combination of education and experience that would likely provide the required knowledge and abilities as listed below is qualifying. A typical way to obtain the required knowledge, skills and abilities would be a minimum of two years of customer service, sales, or outreach experience. A high school degree is required with some college coursework preferred. Bilingual in Spanish is a plus.

**KNOWLEDGE, SKILLS, and ABILITY:**

In addition to the experience and education described above, the position requires:

- Ability to work diplomatically with a wide range of individuals.
- A strong communicator (both oral and written).
- Ability to present ideas clearly.
- Ability to speak in front of a group.
- Self-motivated and problem-solver.
- Strong work ethic, goal-oriented.
- Committed to providing excellent customer service.
- Able to work with and complement existing staff.
- Flexible, unbiased and a person of high integrity.
- Proficient in Microsoft Word, Excel, and PowerPoint
- Ability to learn specialized software.

**PHYSICAL DEMANDS:** While performing this job, the employee is regularly required to sit for extended periods of time; may require walking for short periods; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; reach at and above shoulder level; generally inside work with occasional outside work with exposure to weather, odors, dust and pollen; lifting and/or carrying of light to moderate equipment/supplies; hand and finger dexterity sufficient to operate computer keyboard for extended periods of time. This classification also emphasizes speech, hearing and vision; ability to see well enough to read handwritten and typed documents and view computer monitors for extended periods of time; ability to hear well enough to communicate on the telephone and in person over office noise; ability to speak well enough to be easily understood over the telephone and in public meetings; ability to comprehend at the level required for the job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Able to travel to and function at scheduled external meetings and events as well as work variable hours on occasion (evenings and weekends). Able to lift 20 pounds, drive a van and handle event equipment.

**DRIVING REQUIREMENTS:** Driving of personal and STA vehicles is necessary as many meetings and other job-related activities will be out of the STA offices. Use of a personal vehicle is reimbursed in accordance with IRS mileage regulations. Proof of insurance of personal vehicles is required and must be maintained during employment with STA. The hire for this position must have a valid California Class C driver's license and have a satisfactory driving record such that the employee is eligible for coverage by STA's insurers. All new hires will be subject to an initial DMV "pull notice" check, and following employment, annually thereafter.

**APPLICATION PROCESS:**

A completed Solano **Transportation Authority (STA) Employment Application** must be submitted to Human Resources at One Harbor Center, Suite 130, Suisun City, CA 94585. **Applications must be received not later than 5:00 pm on Monday, August 11, 2014.** Additional information regarding the application and job description can be found online at [www.sta.ca.gov](http://www.sta.ca.gov). Application packets may also be requested in-person at the above address. Resumes **will not** be accepted in lieu of a completed application packet. Applications can be submitted in one of several ways: 1) faxed to the HR Department at (707) 399-3229 or 2) delivered/mailed to the Solano Transportation Authority Attn: Human Resources, One Harbor Center, Suite 130, Suisun City, CA 94585 or 3) Emailed to [humanresources@sta-snci.com](mailto:humanresources@sta-snci.com) (this option is available through the 'submit' button at the bottom of the online application).

**SELECTION PROCESS AND TENTATIVE SCHEDULE:**

All applications will be reviewed for minimum qualifications and only the best qualified will be invited to continue in the examination process. The current position may be filled at the Commute Consultant I or II depending on the applicant qualifications, and an eligibility list will be created for future openings. The examination process may consist of a written exam (pass/fail), a practical exam and/or an oral interview. *Practical Exam and Oral Board is tentatively scheduled on Thursday, August 21<sup>st</sup>, 2014. A Department Interview is scheduled for the week of August 25<sup>th</sup>, 2014.*

**Other Important Information:**

It is important that your application show all the relevant education and experience you possess. **Resumes submitted in lieu of an application will not be accepted. Applications may be rejected if incomplete or not signed.**

If you believe you may need accommodations during the testing process, please contact Human Resources at (707) 424-6075. Requests for accommodations must be received no later than five (5) calendar days after the final filing date for the recruitment.

If the recruitment requires documents to be submitted with your application (certifications, DMV printout, etc), these can be submitted in one of several ways: 1) faxed to the HR Department at (707) , or 2) delivered/mailed to the Solano Transportation Authority Attn: Human Resources, One Harbor Center, Suite 130, Suisun City, CA 94585 or 3) Email to [humanresources@sta-snci.com](mailto:humanresources@sta-snci.com).