



Innovate Memphis Position Announcement Transportation and Mobility Director

Innovate Memphis is a 501(c)(3) nonprofit that develops and delivers bold solutions to some of the most pressing urban challenges in Memphis. Our organization advances programs that enhance the lives of Memphians and elevate the public good. We focus on a small number of challenges, gain deep insight and then apply innovation, demonstration, and incubation principles on a scale that reduces risk and finds a clear path to success. This model has proven results in youth gun violence, neighborhood economic vitality, and city service delivery.

Description-

Innovate Memphis' transportation work focuses on promoting commute options such as public transit, pooling, biking and walking to improve environmental outcomes and quality of life in the Memphis area. The Transportation & Mobility Director will provide project management and delivery of Commute Options Travel Demand Management (TDM) Initiative and other Memphis City and Shelby County transit projects. The Director will develop, market and implement programs for employers, commuters and schools about transportation choices and serve as Innovate Memphis' expert on emerging best practices, policies and opportunities to improve urban transportation. The Director is responsible for program initiation and delivery, recruitment and promotion events, and data/performance reporting for transportation-related projects. Responsibilities include but are not limited to the following:

Primary Duties and Responsibilities

We seek a passionate, resourceful champion for improved transportation and commute options to:

- Recruit participating work and school sites to increase adoption of commute options and work with employers and schools to implement commute incentives, programs and strategies.
- Collect and analyze stakeholder feedback (such as surveys, interviews and focus groups) at project sites to inform program strategies
- Serve as a liaison with City and County officials and Memphis Area Transit Authority (MATA) to provide technical support such as research, policy analysis and program delivery design to increase public transit usage
- Coordinate efforts with local TDM, biking, walking and transit-focused organizations to deliver transportation program objectives and secure resources for implementation
- Lead project management on transportation and commute initiatives to ensure successful collaboration and on-time, quality implementation of program objectives
- May hire and supervise support staff (ex: commute coaches, ambassadors) to support projects
- Anticipate potential barriers to success and troubleshoot or escalate appropriately to resolve
- Oversee communications, marketing and outreach efforts such as behavior change strategies, social media engagement and outreach events including vendor management
- Provide customer service; promptly respond to inquiries and resolve constituent concerns
- Serve as organizational lead for transportation strategic planning and performance measurement initiatives including reporting operational dashboard metrics
- Follow industry trends, policy developments and local initiatives to continuously improve strategy and results
- Ensure compliance and lead reporting for relevant grants and philanthropic opportunities
- Perform other duties as assigned

Qualifications

The ideal candidate possesses a passion for making meaningful, sustainable change in Memphis and is ready to work in a high-energy, openly collaborative work environment.

- 4+ years of demonstrated work experience in project management, innovation, transportation or urban policy/planning, grant research/writing/reporting or similar relevant position
- Excellent oral, written and interpersonal communications skills for client-facing and internal needs
- Proven leadership skills, organizational skills and attention to detail
- Track record of successfully working with diverse stakeholders, including ability to motivate others and lead policy change
- Commitment to increasing equitable access and use of transportation choices
- Demonstrated ability to manage priorities for multiple projects and timelines
- Track record of establishing targets and delivering measurable results on time and budget
- Proficiency in quantitative data tracking/reporting to monitor progress or project goals
- Experience working with government and private sector managers; and
- Demonstrated ability to methodically develop and document standard operating procedures for recurring tasks

Other Desirable Skills, Experience and Knowledge

The candidate qualities listed below will be strongly considered but are not required to be successful in this role, as we don't expect candidates to have deep experience in all of these areas:

- Degree in transportation planning/geography/sustainability/urban planning/business administration/public administration/behavior sciences or related field
- An interest and experience in sustainability, equity, and transportation choices, particularly transit commuting and shared use mobility
- Experience in change management
- Experience designing, conducting and analyzing surveys
- Experience with web design and/or social media engagement
- Proficiency in SPSS, ArcGIS and/or other data analysis tools
- Experience in transportation choices and land use planning
- Active participation in alternative modes of transportation

Salary: \$70,000 - \$85,000 plus health, vision, and dental benefits; Hybrid position requiring some in-person attendance at meetings and events but with substantial flexibility for remote work.

This position is open until filled. Please submit your resume and [cover letter](#) promptly to:

Jessica Lotz
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