



Innovate Memphis Position Announcement

Commute Options Program Manager (12 Month Grant Funded Position)

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

Do you have a passion for bicycling, transit and walking? Do you have experience working in or with schools? Innovate Memphis is hiring a Commute Options Program Manager to work with local K-12 schools to help encourage and develop transportation choices for parents, teachers, and students. The Program Manager will work with the Transportation and Mobility Director to increase transit use, bicycling, carpool, and walking to school. The project is funded by a Congestion Mitigation and Air Quality (CMAQ) grant from the Tennessee Department of Transportation with the goal of reducing driving alone trips to school. This position is a 12 month, grant funded position expected to begin June 1, 2023 and end May 31, 2024.

The Commute Options Program Manager will work with the Commute Options team to develop partnerships with local schools to provide outreach and communications on Commute Options Travel Demand Management (TDM) Initiative programs. The Program Manager will talk with school administration staff, principals, teachers, parent associations, and students about transportation choices, help organize events and promotions, distribute informational materials, write email and newsletter communications, and work with the Commute Options team to create content for social media and online forums. The Program Manager will work under direction of the Transportation and Mobility Director.

The ideal candidate is a responsible, friendly, and outgoing self-starter with a desire to help their community. This is a full-time, hybrid position requiring some travel to schools throughout Memphis, in-person attendance at meetings and events, but with substantial flexibility for remote work. Any travel costs incurred for project related travel will be reimbursed. Hours are flexible, but the Project Manager is expected to work full time (40 hours/week) and should generally be available during business hours and school events to work effectively with partner schools and the Commute Options team.

Essential Functions include but are not limited to the following:

- Schedule events and engagement opportunities with schools.
- Think creatively with the Commute Options team about how to engage potential schools.
- Make presentations at events and workshops, in formal and informal settings.
- Lead physical activities such as bike rides, walks, and trips by transit.
- Attend school events to promote transportation choices.

- Engage people from diverse backgrounds, including different cultural backgrounds, income levels, education levels, and types of jobs, in person and online.
- Help develop newsletter content and other communications.
- Maintain relationships with community and stakeholder groups, including supporting school staff in implementing Commute Options programs throughout schools.
- Propose ideas about how to get more people taking transit, walking and bicycling.
- Provide customer service; promptly respond to inquiries and resolve concerns.
- Represent Innovate Memphis and the Commute Options program in a positive, responsible, professional manner.
- Advocate for safe and sustainable modes of transportation
- Perform other duties as assigned
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications

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

- Be enthusiastic about transportation options and helping members of the public
- Be comfortable speaking with the public and communicate effectively with all types of people
- Work well in an unstructured and informal environment, with limited supervision
- Work well in a team and foster team spirit
- Be punctual and reliable
- Be able to solve problems, think creatively, and self-motivate
- Be committed to diversity, equity, inclusion, and improving transportation choices for all
- Have personal experience using public transit in Memphis
- Have familiarity and/or personal experience with using other transportation options including walking, bicycling, and carpooling

Desirable Skills, Experience and Knowledge

The following will be favorably considered but are not essential. Please apply even if only a few of these describe you.

- Have experience working in or with K-12 schools
- Be proficient in a language other than English
- Be proficient with Microsoft Office applications and basic data entry and email
- Have ideas for posting engaging social media content
- Ability to use digital media for project storytelling
- Experience designing, conducting, and analyzing surveys
- Experience creating digital maps
- Familiarity with Transportation Demand Management (TDM) and Safe Routes to School and have ideas for implementing strategies in Memphis schools
- Familiarity with staff and structure of the Memphis-Shelby County Schools District
- Familiarity with staff and structure of Memphis Charter Schools/Networks

Salary and Benefits

- \$55,000 - \$65,000 plus employer paid health, vision, dental, and life insurance

- Access to voluntary benefits like short and long-term disability, additional life insurance, and a flexible spending account
- Free parking pass for the office garage or a \$40 monthly transportation stipend
- 24 days of paid time off (PTO) annually for any/all use. Innovate Memphis also follows the City of Memphis' holiday calendar in addition to personal PTO.

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

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