



Job Opening: Outreach and TDM Program Manager

Go Lloyd is a nonprofit business association promoting transportation options for employees and residents in Portland's Lloyd neighborhood. Through public-private partnerships, our programs reduce drive-alone commute trips, resulting in improved air quality, increased capacity for customer and visitor trips, and a more livable and sustainable neighborhood. For more information, visit GoLloyd.org.

JOB DESCRIPTION

Outreach and TDM Program Manager is a full-time position overseeing several programs that encourage Lloyd employees and residents to choose transit, biking, walking, or ridesharing for their commute.

The list of duties outlined below is not exhaustive. This role calls for a flexible and adaptive approach to job responsibilities. The Program Manager's work is fully integrated into the larger efforts of Go Lloyd, and includes regular collaboration with fellow staff, our board of directors, volunteer committees, and partners including the City of Portland, Metro, regional transit agencies, etc. The Program Manager is expected to attend regular staff and board of directors' meetings and report on progress and activities.

OUTREACH

Employer/Employee/Resident/Visitor

The Program Manager aggressively markets Go Lloyd's programs and services to neighborhood businesses, agencies, and residential buildings, using an approach that is professional, yet relaxed and friendly. While our programs and services are free, a background in sales or customer service may be helpful in this position.

Transportation Coordinators and Mobility Committee

The Program Manager staffs Go Lloyd's Mobility Committee, recruiting and retaining volunteers, guiding meetings and projects, and planning and coordinating walking and biking events throughout the year. This includes supervision of volunteers, interns, and other staff.

The Program Manager represents Go Lloyd and advocates on behalf of employees and residents at community events and in public meetings and forums. Any or all of these may entail working outside normal business hours.

Communications

The Program Manager works with the Communications Coordinator and other staff to keep employees, residents, and visitors informed through our Transportation Coordinator/Mobility Committee network, as well as through newsletters, email alerts, social media, etc.

The Program Manager responds directly to inquiries and requests and prepares site-specific information for employers. Some design skills and experience in developing marketing materials will be an asset in this position.

TDM PROGRAMS

Transportation Demand Management

The Program Manager develops, markets, and manages TDM programs and services, including personalized commute planning, commuter incentives, encouragement events, and educational workshops.

Pedestrian Program

The Program Manager actively advocates for people who walk in our neighborhood. The Program Manager oversees projects approved by the Board of Directors to improve the pedestrian environment and public infrastructure.

Bicycle Program

Go Lloyd's goal is for 10% of all commute trips to the neighborhood to be made by bicycle. The Program Manager works with our partners and with property owners to expand access to secure bike parking, prevent bicycle theft, and improve bicycle infrastructure.

Regional Transportation Options (RTO) Program

The Program Manager participates in monthly RTO meetings hosted by Metro, and administers Go Lloyd's Commuter Rewards program, housed within Metro's Get There platform.

The Project Manager oversees the Lloyd Links program, which provides customized commute plans for Lloyd employees and residents.

Enhanced Services District Administration

Go Lloyd is a program of the Lloyd Enhanced Services District (ESD), and the Program Manager provides administrative assistance to the organization. Duties include basic bookkeeping, accounts payable/receivable, supporting the board of directors, and participating in strategic planning.

Grant Management

The Program Manager is responsible for deliverables associated with a variety of grants that fund Go Lloyd's programs, and for timely reporting to the Board of Directors and grant administrators.

Project Management

The Program Manager is responsible for delivering pedestrian and bicycle infrastructure projects, as well as additional projects as assigned by the Executive Director or board of directors. This may include communicating with partner organizations, ordering and tracking materials, contracting with installers, reporting, and all other aspects of Go Lloyd's investments in the neighborhood.



QUALIFICATIONS AND EXPERIENCE

The successful applicant will have a passion for transportation issues, sustainability, and/or urban planning, and a strong commitment to promoting transportation options as a means of increasing livability and supporting growth in Portland's Central City. The ideal candidate will possess a friendly and professional demeanor, project management and group facilitation skills, and an understanding of the need for openness and collaboration in a small nonprofit setting.

Minimum qualifications:

- A Bachelor's degree, ideally in a relevant discipline
- Proficiency in Microsoft Office 365, including Outlook, Word, Excel, Teams; Zoom; Salesforce
- Experience with community outreach, meeting facilitation, event planning, and/or marketing, ideally in a nonprofit setting
- Knowledge of transportation systems and issues in Portland, and familiarity with relevant public partners (e.g., TriMet, PBOT, Metro)
- Outstanding written and verbal communication skills

Preferred qualifications:

- Experience in urban planning, public transportation, project management, and/or engineering
- Experience with data collection and analysis
- Experience with QuickBooks and Squarespace
- Working relationship with PBOT
- Familiarity with:
 - Bicycle Advisory Committee
 - Pedestrian Advisory Committee
 - Central City in Motion Working Group
 - Transportation Wallet
 - Vision Zero
 - Portland Bike-Share
 - Rose Lane Project
 - Regional Travel Options (RTO) Group

SALARY & BENEFITS

Starting salary range is \$49,250 to \$56,750, based on education, skills, and experience. Benefits include Paid Time Off (15 days per year to start), eight paid holidays, comprehensive health insurance, IRA matching contributions, an annual transit pass, and use of the Lloyd Cycle Station, a world-class cycling facility located in our building. Our office is easily accessible by MAX, streetcar, and several bus lines. We are currently working remotely, but expect this position to start as a remote/in-office hybrid.

TO APPLY

Please submit a resume and cover letter as separate PDF documents to jenny@golloyd.org. The subject line of your email should be "Application for Program Manager". Please include your full name in the file name of both documents. In your cover letter, please note where you saw this posting. Deadline for submissions is Tuesday, December 21, 2021 by 5:00 PM.

