GWRideConnect Program Coordinator I or II
Position Description

Position Summary

The GWRideConnect Program Coordinator is responsible for providing customer support to local commuters and rideshare operators seeking assistance through the GWRideConnect Program. This position will also help design, implement, and evaluate various program elements for our community.

GWRideConnect is a Transportation Demand Management program operated by the George Washington Regional Commission (GWRC). GWRideConnect assists residents of Planning District 16, which includes the City of Fredericksburg and the Counties of Caroline, King George, Spotsylvania, and Stafford, who are seeking transportation options to their workplaces and other destinations. The goal of the program is to promote, plan, and establish transportation alternatives to the single occupant vehicle, improving air quality, reducing congestion, and improving quality of life.

Principal Duties and Responsibilities

- Actively engages with commuters and vanpool operators to provide support and technical assistance, including generating matchlists, processing applications, sending informational packets, and explaining local transit options.
- Develops expertise in technical tools to assists regional travelers with planning transit trips for commuting or other activities.
- Maintains up-to-date information in databases and on websites and supports access to commuter applications.
- Manages accounts and record-keeping, ensuring integrity of data and that program requirements are met.
- Develops and suggests changes and enhancements to program processes and policies.
- Assists with regular GWRideConnect and related reporting and maintaining key deadlines.
- Assists with maintaining the GWRideConnect website and other materials.
- May assist one or more teams with creation of ideas, promotions, marketing, and events.
- Maintains inventory of program materials and creating new material as needed.
- Helps with community engagement and education.
- Proofreads and edits key documents and presentations.
- Performs other duties as assigned.

Qualifications

- For the Program Coordinator I position, any combination of education and experience equivalent to a Bachelor's Degree and one year of experience or a Master's Degree.
- For the Program Coordinator II position, any combination of education and experience equivalent to a Bachelor's Degree and four years of experience or a Master's Degree and two years of experience.
- General computer proficiency is a must. Experience with Microsoft Office Suite and Google Maps preferred.
- Experience with WordPress, databases, and/or social media preferred.
- Enthusiasm for assisting community members with healthier, greener transportation options.
- Must be comfortable interacting with the public via phone, email, and in person.
- Excellent organization and attention to detail; financial experience a plus.
- Ability to prioritize and effectively manage multiple projects.
- Ability to maintain effective relationships with co-workers and partner organizations.
- Ability to work as a member of a team but also independently, with minimum supervision.
- Ability to collect, analyze, and interpret data, preferred.

The George Washington Regional Commission is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or genetic information.

- Strong analytical, writing, and communication skills, preferred.

Compensation:
- $54,863-$60,349 for Program Coordinator I
- $59,252-$65,177 for Program Coordinator II
- Excellent benefits, including:
  - 12 paid holidays
  - Paid annual and sick leave
  - Flexible scheduling and telework options
  - Health insurance (medical, dental, vision and prescription)
  - Employee assistance program
  - Career development opportunities
  - Retirement through the Virginia Retirement System (VRS)
  - Life Insurance
  - Short- and long-term disability insurance

Full-Time Position - 40 hours per week