



CENTRAL INDIANA REGIONAL TRANSPORTATION AUTHORITY **JOB DESCRIPTION**

POSITION: Community Engagement Specialist, Intern

REPORTS TO: Commuter Connect Program Manager

DEPARTMENT: CIRTA - Commuter Connect

LOCATION: 320 N. Meridian St., Ste 920
Indianapolis, IN 46204

DURATION: Approximately June through August 2022

ORGANIZATION:

CIRTA / Commuter Connect has a passion for helping people, promoting cleaner air initiatives and reducing traffic congestion in central Indiana. We help people find ways to get to work other than driving alone; such as carpooling, biking, vanpooling, public transit or walking. We are proud to support 10 counties around central Indiana including Boone, Delaware, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan, and Shelby county. We work as a team to ensure that individuals and employers are aware of our free transportation benefits; saving them money on gas, reducing wear-and-tear on their vehicles, reducing congestion on central Indiana roads, aid in obtaining and retaining employees and help the environment.

RESPONSIBILITIES:

The primary role of the Community Engagement Specialist, Intern (CESI) is to provide excellent customer service to central Indiana commuters, employers and organizations that we support and partner with. The CESI will average 40 hours per a week, answering phone calls Monday through Friday between the hours of 8:00am to 5:00pm. This person will meet the administrative needs of the office including some data entry, generating database reports and general database maintenance. The CESI will also support our Outreach Team at events across central Indiana such as parades, fairs, festivals, farmer's markets and employer events. Regular work hours will be 8:00am to 5:00pm throughout the week, with an unpaid one-hour lunch. Hours will occasionally be flexed as a result of job demands, including for evening or weekend events.

DUTIES INCLUDE (but are not limited to):

- Answer commuter and employer phone calls between the hours of 8:00am and 5:00pm Monday through Friday
- Provide customer service in response to all requests
- Provide detailed transportation planning assistance in response to all inquiries

- Data entry on behalf of program of any customer feedback or complaints, register new commuters and more
- Maintain and update program databases
- Maintain organization and inventory of office storage room
- Manage all general information electronic in-boxes
- Assist Outreach Representatives at community events such as parades, fairs, festivals, farmer's markets and large employer events (some events may be during evenings or weekends)
- Assist management and outreach staff with tasks as needed
- Other duties as assigned

MINIMUM REQUIREMENTS:

- Completion of, or currently working towards an Associates or Bachelor's degree
- Availability to work 8:00am-5:00pm Monday through Friday and availability to flex their time to assist with mandatory events during some evenings and weekends.
- Access to reliable transportation, or use of alternative commuter options
- Access to reliable Internet connection if remote work should be required

ESSENTIAL SKILLS AND TRAINING:

- Proficient in Microsoft Office (specifically Outlook, Word, Excel and PowerPoint); and able to quickly learn web-based applications
- Excellent communication skills – written, oral and listening
- Personable, outgoing personality
- Efficient in database maintenance, ability to analyze data and problem solve
- Able to interact well with people of all backgrounds and be a team player
- Have a sense of humor, and unwavering positive attitude
- Desire to receive feedback, and to continue to learn and improve

BENEFITS

- \$15 hourly pay, averaging 40 hours per a week
- Free parking pass in a covered garage
- Office closed June 20th and July 4th
- Personal office space
- Great experience, and resume building
- Opportunity for growth

The availability of this position is contingent upon continued revenue from grants and other sources and employment in this position is at-will. CIRT is an equal opportunity employer.