

Manager of Transit Amenities

Pittsburgh Regional Transit is seeking a Manager of Transit Amenities to manage the planning and development of transit amenities and service stops for Port Authority of Allegheny County d/b/a Pittsburgh Regional Transit (PRT). Project Manager for major transit amenity related projects, such as Bus Stop Consolidation and Shelter Replacement and park and ride programs. Conducts inspections to ensure that all equipment, inventory, and facilities are maintained. Executes the day-to-day activities supporting the ACCESS paratransit contract including maintaining ACCESS related private carrier files. Manages the Transit Amenity Support Specialists and Timetable Courier.

Essential Functions:

- Manages the daily activities of the Passenger Amenity Support Specialists, Timetable Courier, and other staff as assigned. Provides direction on Goals and Objectives, and meets regularly with staff to deliver feedback on achievement of goals.
- Project Manager for major passenger amenity related projects, such as Bus Stop Optimization and Shelter Replacement programs to improve the customer experience. Manager for the Shelter Contract and is PRT's liaison for City of Pittsburgh and municipal Transit Shelter Programs.
- Ensures transit asset (stop, shelter, and park and ride) inventories are kept up to date in conjunction with the IT Division and the Service Development Team. Responsible for assigning work for the development and dissemination of Bus Stop memos and other communication memos in the field and on the PRT's website to keep operating divisions and the public informed of proposed and/or planned changes to these assets. Coordinates these communication activities with the appropriate representatives in the Communications Division.

Job requirements include:

- High school diploma or GED.
- Bachelor's degree in transportation, business administration, public administration or related field from an accredited college or university. Directly related experience may substitute for education on a year-for-year basis.
- Minimum of five (5) years' experience in transit planning, customer service or related field. No certifications or licenses required.
- One (1) year of supervisory experience which may be substituted by two (2) years of Project Management or team lead experience that included staff workload management and budget.
- Demonstrated ability in the use of Windows and Microsoft Word and Excel.
- Customer focused, well organized, and results oriented.
- Professional and effective communication skills.
- Valid PA driver's license or ability to obtain one.

Preferred attributes:

- Knowledge of PRT transit system and Allegheny County.
- Project Management experience.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Stacey Tunie
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EOE