

Smart Trips Austin

Eastside Outreach Ambassador, Full Time/Temporary

Background

Are you passionate about helping people connect to their community and increase their mobility by walking, bicycling, riding the bus, and carpooling? Are you an invested and involved community member of the **Central East Austin neighborhoods** including Austin Heights, Blackshear, Blackland, Chestnut, Cherrywood, Foster Heights, McKinley Heights or O.C.E.A.N.? If yes, this is the job for you!

The City of Austin and Capital Metro have partnered to bring the *Smart Trips Austin* program to Central East Austin. The program encourages residents to try out active transportation options by providing personalized messaging and communications, informational brochures, maps, and community events, such as transit adventures, bike rides, and walking tours.

Smart Trips Austin is currently hiring **one full-time, temporary Outreach Ambassador** to conduct community outreach and administrative tasks for the program. The Outreach Ambassador will work alongside one other outreach ambassador and will be managed jointly by members of the project team from Bike Austin and Alta Planning + Design. This position will represent the City of Austin and Capital Metro in all public-facing project tasks.

Duties and Responsibilities

As the public face of the program, the Outreach Ambassador will be responsible for inviting residents of Central East Austin to sign up to receive a toolkit of transportation tools and resources like maps, bus schedules, and safety tips. The Outreach Ambassador will assemble the toolkits and deliver them to participants' doorsteps by foot, bike, or bus. They will also plan and lead program events; answer questions about transportation; write communications and post on social media; and identify additional partnership opportunities.

The ambassador will have office space at Bike Austin. The ambassador will work approximately 40 hours per week (including some weekends and evenings) both indoors and outdoors (in any weather) from May to November. Approximately 40% of time will be spent on office tasks and 60% on outreach and events.

Smart Trips Austin Outreach Ambassador duties include:

- Assemble packets of transportation materials including: organizing orders, data entry, and other administrative and promotional tasks.
- Deliver packets to households in Central Eastside neighborhoods by foot, bike, and/or bus.
- Work with community groups and other stakeholders to plan, lead, and staff walking/biking events, workshops, and presentations in formal and informal settings.
- Reserve space at and attend neighborhood events like farmers' markets and street festivals to promote the *Smart Trips Austin* program, invite residents to participate, answer questions about transportation options, and distribute transportation information.
- Work at various locations, including the Bike Austin office, public parks, community organizations, and other public events in the neighborhoods.
- While on duty, wear a *Smart Trips Austin* t-shirt (provided by the program) and a bicycling

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helmet when bicycling to and from events and while delivering packets.

- Represent the City of Austin and Capital Metro and the *Smart Trips Austin* program in a positive, responsible, and professional way.

Required Qualifications

Candidates must possess the following qualifications:

- Comfortable and confident in speaking with the public and capable of effectively communicating with all types of people
- Experience with public outreach initiatives
- Works well in a team, and fosters team spirit
- Works well in an unstructured and informal environment, with limited supervision
- Good at solving problems, thinking creatively, and is self-motivated
- Prompt, punctual, reliable
- Goal-oriented
- Enthusiastic about transportation options and helping community members
- Familiar with and has personal experience using transportation options that serve the Eastside including: walking, bicycling, transit, bikeshare, and carshare.
- Proficient with Microsoft Office applications and basic data entry and email
- Able to lift up to 35 pounds, and able to work outdoors all day and in any weather

Preferred Qualifications

- Involved resident with strong familiarity of Central East Austin neighborhoods
- Experience bicycling in urban traffic, owns a bicycle in good working condition and a bicycling helmet which must be worn while on the job
- Knowledgeable of local bicycle laws (League Certified Bicycling Instructor a plus)
- Familiar with basic bike mechanic skills

Basic Details

- Position duration: Approximately July 16, 2018 – November 16, 2018
- Compensation: \$18.00-\$20.00 DOE
- Will work as a contractor to Bike Austin
- Hours vary based on project timeline: Full time (40 hours/week, including some evenings and weekends) for mid-July through mid-November

Applications

Please send both a resume and cover letter by **Monday, June 16**, to katie@bikeaustin.org. Please include the words "Smart Trips Austin Ambassador" in the subject line. Electronic submissions only; no mailed or faxed submissions will be considered. No phone calls, please.