## Job Posting – SmartTrips Pleasanton Team Leader

Steer Davies Gleave has been commissioned by Wheels (LAVTA) to manage the SmartTrips Pleasanton Travel Conversation Campaign. The project’s intent is to engage with the Pleasanton Community and encourage people to travel in a more sustainable way, by offering tailored advice and information to help people plan and make their trips by taking the bus, BART, walking and biking where possible. The focus will be on encouraging healthy and active travel choices when making local trips and commuting.

**Team Leader Job Purpose:**

The Team Leader will be required to manage a team of 4 Travel Advisors and report on progress to the Steer Davies Gleave project manager. The Team Leader will be required to actively manage the team who will be engaging residents in Pleasanton, as well as engaging residents themselves.  
  
**Overview:**This project will visit residents at their doorsteps over an eight week period, starting at the end of March. A typical working day will include tracking and reporting on team progress, managing office activities, setting daily tasks and spending time door knocking with the team and engaging with local stakeholders for the team to attend local events.

Prior to the resident engagement, the Team Leader will assist the Project Manager in setting up the project for up to 5 days.

**Position Responsibilities:**

* Assist with setting up the project and engaging stakeholders.
* Assist with recruitment of Travel Advisors.
* Participate in Travel Advisor training the week of March 20th.
* Manage and motivate Travel Advisors to ensure progress and performance targets are met – including spending a substantial period of time out in the project area with the team assisting with the Travel Advisors’ duties.
* Manage the team’s timesheets.
* Ensure that the team follows established procedures including data collection, processing and reporting, adhering to Key Performance Indicators and quality standards to achieve customer satisfaction.
* Ensure that statistical information is produced, collated, and analysed on a regular basis.
* Lead team meetings, reporting on team progress and motivate the team to achieve high quality service.
* Implement and maintain health and safety, equal opportunities, customer service standards, and other policies as appropriate.
* Respond to customer enquiries via email, letter and telephone within agreed response times.
* Liaison with and reporting to the Project Manager and other members of the project team on a regular basis.
* Engage with stakeholders and partner organizations, including attendance at events, meetings and other activities as required.
* Assist with marketing work including social media and communicating with customers via email and telephone
* Undertake the duties of the Travel Advisors as required.
* Assist with other work as required by the Project Manager.

**Preferred Skills/Qualifications:**

* Experience of leading a small team, and motivating them to meet challenging targets while maintaining quality of service.
* Excellent organization skills and time management.
* Ability to work on own initiative.
* Ability to write clearly in English.
* Good level of experience in MS Word and Excel.
* Experience of undertaking and managing data entry accurately and efficiently.
* A passion for helping people and improving the local community.
* An interest in local transportation and knowledge of the local area is desirable.
* A friendly and approachable manner, and excellent verbal communication skills, including excellent listening skills.
* Are happy to work outdoors and be mobile and active throughout the working day

**Hours & Pay:** Up to 30 hours per week /$20 per hour (from approx. March 21 – May 13)  
Typical hours of work will be Tuesday to Saturday between the hours 10am – 7 pm. Some evening and weekend work will be required.

Hours will be flexible in the planning stage of the project- approx. 20 hrs/week from March 6 – March 17.

**The rate of pay will be $20/hr.**

**Details for applying:**

To apply for this position, please submit a cover letter, resume and fill out the application form found at: [**http://bit.ly/2kOBMuW**](http://bit.ly/2kOBMuW)

By email:

Sarah.McMinimy@sdgworld.net in the subject line put “TEAM LEADER”.

No phone calls, please.

**Deadline:**

Applications will be accepted **until Friday March 3rd at midnight.**

**Background on Steer Davies Gleave:**

One of the world’s leading independent transportation consulting firms, Steer Davies Gleave is focused on the planning and development of transportation programs that encourage the use of sustainable alternatives and reduce drive alone trips and vehicle miles travelled (VMT).

Headquartered in London, with offices in Los Angeles, Boston, New York, Vancouver, and Toronto in North America, SDG brings our original European experience supplemented by a global and a local perspective. SDG has built a comprehensive portfolio working in the US and further details about us can be found on our website at [www.na.steerdaviesgleave.com](http://www.na.steerdaviesgleave.com).

**Steer Davies Gleave is an equal opportunities employer.**