

RIDE CONNECTION POSITION DESCRIPTION PROJECT MANAGER

Position Title:	Project Manager
Position Reports To:	Lead Service Planner
Full-Time Equivalent:	100%
Positions Supervised:	Volunteer and Paid staff
Status:	Exempt

Position Summary

The project manager responsibilities include developing detailed project plans, ensuring resource availability and allocation and delivering every project on time within budget and scope. The project manager, will coordinate people and processes to ensure that our projects are delivered on time and produce the desired results. The project manager is involved in every aspect of project's organization and timeline.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Coordinate internal resources, stakeholder, partners and vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring [technical feasibility](#)
- Ensure resource availability and allocation
- Develops a detailed project plan to track progress
- Use appropriate verification techniques to manage changes in project scope, schedule and costs
- Measure project performance using appropriate systems, tools and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Leads project through implementation and supports transition to operational staff
- Stays informed of current trends in transportation including Mobility as a Service (MaaS), Transportation Networking Companies (TNC) and technology
- Supports or Leads projects and/or analysis related to non-emergent medical transportation
- Serves as one of the after-hours on-call contacts for the answering service and cab providers
- Participates in various workshops and educational programs and maintains knowledge on all industry relevant publications
- Presents Ride Connection and its programs publicly by making formal and informal presentations at community meetings, events or in other appropriate venues to diverse audiences
- Participates as a member of the Service Team
- Provides problem resolution, information and technical support to staff, service partners and customers
- Attends agency staff meetings, management meetings and Board/committee meetings, and trainings as required
- Provides additional support and expertise as required
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters and other partners

- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Participates in required training programs and attends all staff meetings as required
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- BA degree in a related field with a minimum of two years of progressively responsible experience that is directly related to the duties and responsibilities specified or the equivalent combination of education and/or relevant experience
- Ability to work with a diversity of individuals including staff, Ride Connection's network partners, community and government agencies, volunteers, and riders to design methods for improving transportation delivery
- Ability to analyze transportation service delivery, network capacity and demand, and recommend new designs, improvements, or solutions
- Ability to evaluate performance of contracted transportation partners and recommend methods to improve service delivery and achieve/maintain contract compliance
- Demonstrated problem solving skills
- Demonstrated interpersonal skills
- Demonstrated public speaking and presentation skills
- Demonstrated writing skills and the ability to write articulately about Ride Connection's programs, mission and vision
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills

- Experience with transportation service planning
- Experience in demand-response public transportation
- Experience in transportation program management
- Comprehensive knowledge of the area
- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Frequent use of the computer
- Office environment
- Occasional travel within the metropolitan region
- Extensive visual/hearing involvement
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.