



## **DIRECTOR OF PROJECT MANAGEMENT**

### **ABOUT HERITAGE COMMUNITY INITIATIVES**

For thirty-five years Heritage Community Initiatives has been dedicated to making a positive impact on the social mobility of thousands of families in forty communities through pragmatic programs in Education, Transportation and Nutrition. Each year, Heritage provides highly accredited, academically based early learning and out-of-school time programming for nearly 300 children. Heritage Community Transportation's fixed route service provides more than 7,000 rides each month for residents in transit-isolated communities and is the only human services nonprofit in the Commonwealth designated as a provider of public transportation. The Transportation division will be introducing several new initiatives in the coming months that will complement our fixed route service with specialized solutions to transportation challenges. Nearly 100,000 meals were prepared last year alone to Heritage students as well as our senior constituents and summer nutrition to the youth of Braddock, Pennsylvania – the organization's hometown. Heritage Community Initiatives is also honored to collect and distribute more than one ton of food, clothing, books and toys to distribute to families in need during the holiday season.

### **POSITION SUMMARY**

Heritage Community Initiatives is looking for an exceptional project manager with proven marketing capabilities to direct and manage all aspects of the Heritage Community Transportation (HCT) fixed route service as well as the organization's new transportation initiatives. Responsibilities include the development and execution of all strategies as well as management of transportation marketing to increase ridership, awareness of new initiatives, revenue generation, community participation and brand awareness. This professional will also oversee contract management, analysis of all performance metrics data as well as ensure services are operating safely, efficiently, effectively, equitably and in compliance with applicable laws, regulations and requirements of funding sources.

### **RESPONSIBILITIES**

- Effectively manage Heritage Community Initiatives' fixed route transportation service program to ensure it operates efficiently and is compliant with all applicable federal, state and local laws and regulations.
- Plan, design, develop, and implement marketing strategies including grass roots marketing initiatives to increase ridership and growth of transportation solution offerings.
- Strategically manage transportation performance to ensure compliance with the Pennsylvania Department of Transportation, Bureau of Public Transportation regulations, analyze operational trends, and develop and implement action plans to improve metrics.
- Develop strategy and oversee production of customer information materials including but not limited to print materials such as transit brochures and public timetables, and electronic/social media messages.
- Identify opportunities to improve transportation services.
- Provide oversight of transit data collection processes to ensure quality, integrity and verification of data (Data includes information and statistics related to routes, ridership, fare revenue and customer complaints).

- Manage vendor relationship with transportation contractor to ensure services are operating efficiently, and within contractual and regulatory requirements. This requires riding Heritage Community Transportation service, visiting contractor's site, and delivering and picking up materials.
- Effectively manage HCT's transportation policies, procedures and standards including compliance. This includes managing fare instruments, fare collection, service design, service delivery, transit amenities, customer service, outreach, collateral and operational analyses.
- Develop, implement and document standardized office procedures to ensure compliance with regulatory agencies.
- Conduct detailed data analyses and provide timely and accurate weekly, monthly, quarterly and annual transportation reports. This includes service and customer data.
- Positively, professionally and effectively communicate and resolve issues with contractor, customers, staff, public officials, general public and organization stakeholders. This includes communicating project activities internally and externally as well conducting community outreach.
- This position deals with confidential and sensitive information and requires exercising sound judgment. This position is required to make decisions that will have major impact on the organization.
- This position occasionally may be required to work outside of normal business hours and respond to emergency situations during and after normal business hours.
- Perform other duties as assigned.

## **QUALIFICATIONS AND SKILLS**

- Bachelor's Degree in Business, Public Administration or related field.
- 3 to 5 years of project management, business, marketing or transportation experience.
- Exceptional verbal and written communication skills.
- Self-starter and detail oriented with proven abilities in project management - to meet deadlines, set priorities, work with multiple projects and be able to effectively work with frequent interruptions and changing priorities.
- Ability to independently analyze data, analyze issues, problem solve and create action plans for effective resolutions.
- Proficient in the following key competencies: critical thinking and problem solving; analytical; mathematical and basic accounting; planning and organizing; time management; leadership and teamwork; process improvement; communication (written and oral); creativity and innovation; and adaptability and flexibility.
- Ability to establish and maintain effective work and community relationships and partnerships.
- Excellent Computer Skills: Microsoft Office Products (Word, Excel) as well as database management.
- Knowledge of project management techniques and tools.
- Valid Pennsylvania Driver's License and access to a vehicle is required.

**Applicants are asked to send a cover letter and a copy of your resume to [humanresources@heritageserves.org](mailto:humanresources@heritageserves.org) and please visit our website for additional information about Heritage Community Initiatives – [www.heritageserves.org](http://www.heritageserves.org).**