PROGRAM INTERN (WINTER 2024)

Compensation
$22.00 hourly, part-time, regular (8-16 hours per week)

Status
Non-exempt (43-4051.00 – Member Services Representative)

Location
Remote work or drop-in meeting space available at 8201 164th Ave NE, Suite 200, Redmond WA 98052

Working Conditions
This position permits remote work with a flexible work schedule. We are located on the 2nd floor of a building with an elevator and a flight of stairs. Reasonable accommodations may be made to enable individuals with disabilities to perform critical responsibilities.

Physical Work
• Desk work
• Occasional lifting and carrying boxes of materials, conference equipment
• Occasional long or extended walks, including potentially hazardous construction sites

Travel
The duties for this position do not require travel.

Application Requirements
Prospective applicants should email info@transportcouncil.org with the following supporting materials.
• Copy of individual’s résumé
• Unofficial transcript
• Writing and presentations sample – no more than 1 page/1 MB
• Cover letter that addresses:
  • Applicant’s personal and career goals
  • How working at Greenroads would help the applicant meet those goals
  • Anything else the applicant is willing to share

JOB SUMMARY
Sustainable Transport Council (www.transportcouncil.org) seeks a Program Intern for casual, part-time work (8-16 hours per week) for 10 to 12 weeks. As Program Intern, you will assist the CEO and engage clients to support their participation our Membership Program, Education Program, and Project Rating Programs. You are responsible for building and maintaining positive user experiences with all programs, maintaining databases and records, preparing program materials and reports using software tools, monitoring customer experience, and delivery of any specifically assigned projects that support the mission and vision of the organization.

As an employee, you are choosing to become a daily representative of Sustainable Transport Council and its mission to benefit communities and the environment by recognizing sustainable transportation projects and promoting sustainability education for transportation infrastructure around the world.

CRITICAL RESPONSIBILITIES
The core duties of this position require the following general activities:
• Assist with website platform transition for user and program data
• Program records management and compiling for reporting to the board
• Maintain the credential management system
• Member communication, renewals and sales
• Contact maintenance in the CRM database and mailing lists
• Collecting and reporting program key performance metrics
• Routine client communications with participants in each program, including supporting frequently asked questions and troubleshooting
• Soliciting customer feedback and preparing reports
• Prospect research in support of all programs as needed
• Top to bottom execution on tasks, including all related office and administrative support tasks generated from your projects, such as: data entry, email and telephone follow-ups and thank you notes, mailing and contact list management, customer questions, notetaking, reporting, and scheduling
• Performing other projects as assigned

Supervision
You will report directly to the CEO. You will be expected to make decisions using good judgement, without acting in your own self-interest.

Supervisory Responsibility
This position does not have direct reports. This position may occasionally supervise volunteers.

Preferred Training and Experience
• 2 or more years of experience in administration, operations, customer support, recruiting
• Bachelor’s degree in business, psychology, anthropology, or policy or similar.
• CRM tool experience
• Prior experience in customer service, sales, human resources
• Prior experience in database administration or information technology
• Prior experience communicating complex topics in simple terms to multiple audiences

Key Competencies
• Ridiculous attention to detail about relationships and people
• Excellent communication skills in person, on the phone and in writing
• Information gathering and research
• Scheduling, coordinating and organizing multiple complex tasks
• Software: Asana, CRM, MS Office Suite
• Data base user interface and query software
• Online meeting applications
• Collaboration skills/listening

Desired Traits
• Easily builds positive connections and rapport
• Prompt, accurate, and quality oriented
• Proactive, sense of ownership, can work independently and self-sufficiently
• Nonprofit experience with volunteers
• Business acumen and strategic, non-linear thinking
• Affinity/experience with civil engineering, construction or infrastructure
• Professional, respectful and positive attitude
CAREER PATHS/PROFESSIONAL DEVELOPMENT

We are glad to provide creative and self-directed individuals with a variety of future opportunities for projects beyond their assigned tasks, including (but not limited to): direct sales; teaching in a professional environment; international relations; marketing strategy; branding and intellectual property protection strategy; and publications development and management. We develop personal career growth plans for each new hire to promote a growth mindset.

ABOUT GREENROADS

Established in 2010, Sustainable Transport Council is an independent 501(c)(3) non-profit corporation, which advances sustainability education and initiatives for transportation infrastructure. As the developer of the Greenroads Rating System, STC manages the certification process for sustainable roadway and bridge construction projects in the U.S. and internationally. STC is an Equal Opportunity Employer. For more information, visit www.transportcouncil.org and join us on social media @transportcncl.