CLASS SPECIFICATION
Transportation Demand Management Assistant

FLSA Status: Covered
Union Representation: City of Portland Professional Employees Association (COPPEA)

GENERAL PURPOSE

Under direct supervision, assists incumbents in the Transportation Demand Management (TDM) Specialist series who are performing a broad range of duties in relation to the development, implementation, and management of a variety of TDM programs and activities; researches and reviews transportation demand management strategies used in other jurisdictions; compiles data; assists with the tabulation and interpretation of data; performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Transportation Demand Management Assistants provide paraprofessional support to incumbents in the TDM Specialist I and TDM Specialist II classifications by assisting in the planning, organizing, and staffing of outreach activities and transportation information campaigns and a variety of related activities, projects, initiatives, and programs. Assignments are limited in scope and work is closely reviewed for quality and accuracy.

Transportation Demand Management Assistant is distinguished from TDM Specialist I in that incumbents in the latter class are independently responsible for the development, implementation, and management of a variety of TDM programs.

Transportation Demand Management Assistant is distinguished from administrative support positions by requiring basic knowledge of transportation modes and demand concepts and strategies. Administrative support positions primarily have knowledge and expertise in the administrative procedures and processes of the bureau.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Assists in the planning, organizing, and staffing of the division's outreach activities and transportation information campaigns at community events such as neighborhood fairs and conferences; provides information and advice to residents on transportation options.

2. Assists with commuter trainings, bicycle-related workshops and clinics, and events including bike rides, walks and strolls; coordinates volunteers to work at a variety of events.

3. Researches a variety of transportation related topics and writes articles for a transportation blog or newsletter; researches successful transportation demand management strategies used in other jurisdictions; makes program recommendations to higher level staff; assists with writing grant proposals.

4. Assists TDM Specialists with collecting and interpreting data (e.g. traffic count data, participant surveys), completing reports, compiling statistics and evaluating the effectiveness of programs.

5. Participates in the planning and implementation of multi-modal safety and communication campaigns (e.g. Share the Road, See and Be Seen).

6. Prepares trip planning route maps for using alternative transportation modes, enters data, tracks outreach materials, maintains related city bike/trailer equipment.

7. Responds to requests from the public for a variety of transportation related information.

8. Fills orders for materials requested by residents, transportation program participants and others; delivers materials via bicycle.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Basic knowledge of transportation modes and demand management concepts and strategies including but not limited to ridesharing, bicycling, walking, transit, carpooling, and trip reduction programs with the goal of reducing vehicle miles traveled.

2. Basic principles, methods, and strategies used in the design and implementation of effective promotional efforts to change travel behavior

3. Terminology, methods, techniques and resources used in planning and implementing transportation demand management programs.

4. Computer operation and standard and specialized software applicable to the work.

5. Standard office practices and procedures.

Ability to:

1. Communicate effectively with residents, co-workers, elected officials and their representatives, and the general public.

2. Write clear and well-organized reports, memos, and other documents.

3. Research and organize information, analyze data, identify trends and summarize findings.

4. Read and interpret maps.

5. Exercise tact, good judgment and diplomacy in dealing with difficult and sensitive people and situations.

6. Organize and prioritize work effectively.

7. Exercise sound independent judgment and reach appropriate conclusions within established policies and guidelines.

8. Establish and maintain effective working relationships with co-workers, representatives from other bureaus, city officials, citizens, and others encountered in the course of the work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or GED equivalent; college-level course work in planning, sociology, geography, urban studies or a closely related field; and a minimum of one year of experience working in transportation/TDM operations; or an equivalent combination of education, training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

Working Conditions

Work in this class is typically performed in a field environment, although some work is performed in an office environment. Incumbents assigned to deliver materials by bicycle are required to work outdoors in all weather conditions; to work in and around traffic; and may work alone in remote locations within the City of Portland.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted:	09-09-09	New class TDM Assistant created.
Revised	11-09-09	Added Working Conditions