

Program Manager

Come join our award-winning team in Arlington, VA and be part of a compassionate and driven group that emphasizes collaboration and communication. This is an excellent opportunity for a professional to make a difference in the lives of Arlington County residents and commuters with lasting impacts that extend to the greater Washington region. The Destination Sales and Marketing Group, Ltd. (DS&MG) is a business services company that operates and manages transportation option programs.

The Employer Services Program Manager is a full-time position reporting to the Chief Operating Officer. The successful candidate will be working on Arlington County Commuter Services' business-to-business mobility choice programs. The Manager will spend 60% of their time leading and working with a small team of direct reports on program initiatives and special projects to reach specific workplan goals regarding transportation program implementation and providing mobility amenities at employer sites mostly located in Arlington County. These programs and amenities incentivize individuals to consider and use transportation options such as: vanpooling, bus, Metro, VRE, biking, walking, carpooling, car sharing, Capital Bikeshare, telework, compressed work weeks, and flexible scheduling. 20% of the Manager's time will be spent supporting direct reports' progress and professional development as well as collaborating with other staff on company initiatives and goals. The remaining 20% of the time will be spent analyzing data and developing reports to track and determine program's progress and success of relevant initiatives to be shared accordingly with staff and stakeholders. A strong candidate will share best practices and work in a collaborative team environment while achieving individual and company goals. The Employer Services Program Manager stays abreast of the Transportation Demand Management (TDM) industry techniques, strategies, and policy along with commute program innovations that are applicable for the DMV region. Must be comfortable communicating with leadership, colleagues, direct reports, clients, partners and internal County staff via meetings, phone calls and email.

Ability to manage and prioritize multiple projects simultaneously in a fast-paced social environment as well as work independently and take initiative

Responsibilities

- Oversee execution of workplan goals with direct reports, reporting regularly on progress.
- Create weekly, monthly, quarterly, and annual reports to share team progress, challenges, and successes.
- Meet regularly with all direct reports to ensure employee satisfaction and goals are being met.
- Collaborate with program and marketing colleagues to create program elements and initiatives with associated goals that match workplan commitments.
- Represent the program at local, regional, and national events or committee meetings.
- Proactively identify opportunities and challenges within the program and work with direct reports or other teams to address.
- Develop and manage team processes or tracking mechanisms to improve efficiencies and reporting of results.
- Identify opportunities to measure program or campaign effectiveness and implement with team.
- Coordinate with Property and Development Services Program Director and other Program Directors on cross-team initiatives requiring collaboration.

- Encourage creativity and autonomy among team members, delegating projects or initiatives appropriately to support team and individual growth goals.
- Support company initiatives related to business development, staff development, celebrations, or other corporate projects.
- Manage staff hiring, onboarding, and ongoing training as needed.

Required Qualifications and Skills

- Ability to work and travel throughout Arlington County, VA via a hybrid work offering.
- Possess and demonstrate a minimum of two (2) years of progressively responsible experience in managing programs and tracking program and staff performance.
- Possess and demonstrate a minimum of three (3) years Business-to-Business outreach or sales experience.
- 4+ years experience working in a professional office environment, ideally in a client/customer facing role.
- Bachelor's degree in business, marketing, planning or a related field, experience in the industry will be taken into consideration.
- Demonstrated skill and experience with successfully managing projects and staff that require coordination across departments and/or disciplines.
- Experience using a customer relationship management (CRM) software, such as HubSpot CRM, Sugar CRM, Salesforce, or other platform maintaining account records and status.
- Understanding of business-to-business outreach and engagement strategies.
- Experience and knowledge of principles of transportation demand management – national, regional and local transportation policy knowledge beneficial.
- Experience and knowledge of employer benefits and surrounding tax law beneficial.
- Experience with public speaking strongly preferred.
- Expert written, verbal, and presentation skills to communicate effectively to internal groups, interest groups, regional groups, local agencies, and industry-related parties.
- Ability to use MS Office products: Outlook, Excel, Word, PowerPoint, and Teams.
- Interest in sustainability, transportation (transit, biking, walking, etc), corporate engagement, program management desirable

The Destination Sales & Marketing Group DS&MG operates programs including Arlington County Commuter Services' Arlington Transportation Partners (ATP), BikeArlington, Mobility Lab, WalkArlington, and Capital Bikeshare as well as outreach for Vanpool Connect and Northern Virginia Transportation Commission's 1-66 Commuter Choice - Inside the Beltway program. We educate and assist our clients in offering their employees, residents, tenants, and guests programs and amenities that support travel choice. DS&MG has led the way in the Transportation Demand Management (TDM) industry since 1998 and have a solid reputation as a firm that creates innovative programming with measurable results.

Local candidates preferred. No relocation provided. Please submit cover letter and resume to wduren@dsandmg.com and note Program Manager in the subject line.