

ATP Program Team Manager

Are you looking for work-life balance and autonomy in your career? Are you excited about developing a small team of engaged individuals with already identified goals and expectations? In today's corporate environment, chances are you have already thought about finding an organization that puts employees first by offering flexible and hybrid workplace policies, strong health care benefits and paid time off that you are encouraged to take.

If this sounds like you, Destination Sales & Marketing Group (DS&MG) is looking for a Program Team Manager. This individual will lead our employer services outreach team comprised of individuals who are passionate about making a difference in the region's transportation challenges.

The successful candidate will be working on Arlington County Commuter Services' business-to-business mobility choice program. The Manager will spend 60% of their time leading and working with three direct reports on program initiatives and special projects to reach specific workplan goals regarding transportation programs and mobility amenities at employer sites located in Arlington County. These programs and amenities incentivize commuters 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 using data and 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 Program Team Manager stays abreast of the Transportation Demand Management (TDM) industry techniques, strategies, and policy along with commute program innovations that are applicable for the region. Must be comfortable communicating with leadership, colleagues, direct reports, and clients via meetings, phone calls and email.

Responsibilities (updated)

- Oversee execution of workplan goals with direct reports, reporting regularly on progress.
- Create weekly, monthly, quarterly, and annual reports to share team progress, successes and proactively identify and address challenges.
- 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.
- 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 other programs 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 staff development, celebrations, or other corporate projects.
- Utilize internal resources for staff hiring, onboarding, and ongoing training as needed.

Required Qualifications and Skills (updated)

- 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 people and tracking program and staff performance.
- Possess and demonstrate a minimum of three (3) years Business-to-Business outreach or sales experience.
- 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.
- 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.
- Interest in sustainability, transportation (transit, biking, walking, etc), corporate engagement, program management desirable.
- Experience and knowledge of principles of transportation demand management – national, regional and local transportation policy knowledge beneficial.
- Ability to use MS Office products: Outlook, Excel, Word, PowerPoint, and Teams.

DS&MG provides people-first benefits and does not discriminate based on gender, gender identity, sexual orientation, race, ethnicity, disability, veteran status, or any other characteristic protected by law. Employees are provided the following benefits: hybrid work model, health care benefits that include dental and vision, paid time off, 12 paid holidays, compressed work schedule, bereavement leave, paid bikeshare membership, transit and commute benefits and company sponsored 401k.

The Destination Sales & Marketing Group 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. We educate and assist our clients in offering their employees, residents, tenants, and guest 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 Team Manager in the subject line.