



## National Association of City Transportation Officials (NACTO)

**To apply:** Send a cover letter and resume as one PDF file to [hr@nacto.org](mailto:hr@nacto.org) with subject "Senior Program Associate"

**Job Title:** Senior Program Associate  
**Start Date:** October 2017  
**Salary:** Commensurate with experience  
**Location:** New York City (Midtown Manhattan)

Join the dynamic staff at the National Association of City Transportation Officials (NACTO). NACTO seeks a Senior Program Associate who will be responsible for ensuring NACTO's member city relationships are strong and successful, and for translating member city priorities and values into NACTO's policy work. This role will liaise with a network of visionary transportation practitioners and leaders on pressing issues in city transportation, such as street design, bicycle infrastructure, public space, pedestrian safety, public transit, and local transportation policy.

NACTO is an association of 55 major North American cities formed to exchange transportation ideas, insights, and practices and cooperatively approach national transportation issues. Our mission is to build cities as places for people, with safe, sustainable, accessible, and equitable transportation choices that support a strong economy and vibrant quality of life.

The ideal candidate will demonstrate a high level of initiative and creativity and will be motivated to build strong professional networks among NACTO member city staff. The ideal candidate will also have experience translating complex policy information into digestible briefings and statements. Excellent communication skills are a must, including written, verbal, and interpersonal. The ideal candidate will have an exceptional eye for detail and the ability to manage multiple projects concurrently. The ideal candidate thrives in a fast-paced, productive workplace. This mid-level position reports to the Director of Programs.

Responsibilities will include:

- Build and support strong relationships with NACTO Member City staff, fostering and facilitating peer networks of transportation practitioners working to create safe, sustainable, equitable and accessible cities and ensuring that NACTO's programming meets and reflects city needs.
- Optimize the NACTO Member City experience.
  - Build and maintain a centralized member management system.
  - Serve as the first point-of-contact for new members, managing on-boarding process
  - Define and oversee NACTO's internal processes and touch points for member city staff relationship management.
  - Openly absorb feedback from NACTO staff and member cities; identify opportunities for continuous improvement.
- Support NACTO's policy and communications work, including by researching transportation policy issues and drafting easily readable statements or briefings.
  - Manage outreach process to member cities for Annual Member Benchmarking survey.
  - With input from NACTO staff and cities, draft NACTO's annual Policy Document for approval at the annual member meeting.



- Oversee the suite of NACTO's member programming (such as the annual member meeting, regional workshops, design trainings, monthly webinars and other events). The Senior Program Associate will coordinate with the NACTO staff responsible for developing the programming to ensure a high-quality schedule of regular events, trainings and networking opportunities for NACTO member cities.
- Support NACTO's fundraising efforts, including by drafting grant proposals.
- Represent NACTO at conferences and speaking engagements and in meetings and discussions with NACTO member cities and transportation professionals.
- Support other NACTO programs as needed.

### *Qualifications*

- 2-3 years of professional or practical experience in fields such as transportation, urban policy/planning, public administration, community development/planning, or a related field.
- Experience working in, with, or for city government is desirable.

### *Job-Specific Skills*

- Experience with member relationship management software or processes, and ability to manage and support large networks of people.
- Ability to get up to speed quickly on new or complex policy issues and translate multiple sources of material into briefings, statements, and messaging points.
- Outstanding interpersonal skills, including group facilitation (both in-person and via phone/email).
- Experience with grant writing, fundraising, and building and maintaining relationships with funders, sponsors, and members.

### *General Required Skills*

- Outstanding communication skills, both spoken and written, including email and phone communication.
- Excellent attention to detail and ability to manage multiple projects concurrently.
- Strong organizational skills.
- Strong presentation and public speaking experience, including development and delivery of pithy, visual, high-impact presentations on policy and technical material.
- Advanced computer skills in a Windows environment (Word, Excel, Outlook, PowerPoint).

### *Desired Skills*

- Proficiency with Adobe Creative Suite (InDesign, Photoshop, and Illustrator).

This opening will remain posted until **Friday, September 22, 2017**. Do not wait to apply! We will consider applications on a rolling basis, and may not wait until the deadline to interview and extend offers.

NACTO is committed to workplace diversity and inclusion. We are equal opportunity employers and do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender identity, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by federal, state, or local law. We offer competitive salaries, excellent benefits, and a passionate working environment. Salary is based on a nonprofit scale and commensurate with experience.