



Job Title: Program Associate, Policy and Practice

Start Date: Mid October 2024

Salary: \$64,500-\$72,000

Location: Remote position with occasional travel expected. Required travel to NYC for quarterly in-person staff meetings and travel to the annual Designing Cities Conference. We are open to all U.S.-based candidates with permanent United States residency.

Overview

The National Association of City Transportation Officials (NACTO) is seeking a self-directed, collaborative professional to join our team as a full-time Program Associate, Policy and Practice. This role will actively contribute to and support NACTO's street design and policy priorities on the Policy and Practice team at NACTO.

The ideal candidate has experience with supporting the programmatic and project management efforts and initiatives of a fast-paced, collaborative team within a mission-driven organization. The ideal candidate also has experience with writing, content development, facilitation, and building relationships and connections with stakeholders in service of achieving an organizational mission. This role is supervised by the Senior Manager, Policy and collaborates with and supports many members of the Policy and Practice team. The position will be remote with some travel to support NACTO events, such as the annual Designing Cities Conference, as needed. Interest in transportation is required while at least entry-level experience working in transportation is helpful. Candidates with backgrounds in mission-driven organizations with a focus on member engagement and stakeholder engagement are strongly encouraged to apply.

Who we are

NACTO is a nonprofit association of 100 major North American cities and transit agencies (and counting), formed to exchange transportation ideas, insights, and practices and cooperatively approach national transportation issues. Our members include cities such as Philadelphia, Atlanta, New Orleans, and Houston, and transit agencies such as LA Metro and Chicago Transit Authority. 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. Our staff team is passionate, outcomes-oriented, and committed to challenging the status quo in transportation and raising the bar for city streets. Our values include fostering community, centering justice, striving for impact, and leading with imagination.

NACTO's Policy & Practice Team is a multidisciplinary team charged with developing and uplifting policies and design practices that result in equitable, safe, and sustainable cities. The team brings communications expertise, deep policy knowledge, and technical know-how to NACTO's work. We collaborate with the Engagement Team to support the city transportation and transit agency professionals working in our member agencies with value-aligned design guidance, program development, and policy recommendations.

Who you are

You're a curious self-starter who recognizes that in order for a team to achieve its priorities and function optimally, we all have to pitch in and support one another's efforts. Despite whether you have a background in government or labor rights, advocacy or community organizing, you have a proven track record of being a collaborator, contributor, and project manager on a cross-cutting team within a mission-driven organization. As you continue to develop knowledge in your career, you understand how to balance stepping up and stepping back, taking initiative with asking questions and staying curious, and self-direction with staying open to feedback and ideas from your manager. You understand that we're stronger together and view accountability and self-reflection as essential elements of working in a collaborative and sustainable ecosystem.

You're deeply invested in developing expertise around transportation policy and design practices that result in equitable, safe, and sustainable cities and you're eager to uplevel your writing, content development, and facilitation skills in order to effectively contribute to our initiatives. You're flexible and adaptable and are ready to be an active team member who wears many hats that support the projects on our team. Whether you are tasked with researching national and state transportation policies and synthesizing trends, contributing your writing to a design guide, project managing an upcoming webinar by using the Monday app, taking notes during a meeting, or facilitating an energizing workshop during our conference, you're excited to exercise the skills necessary to participate in our projects actively. You come to team meetings prepared to understand our goals and priorities, how we plan to go about achieving them, and how you can utilize your skills to best plug in and move the project forward.

You're excited to develop a strong, reliable, and consistent presence among our NACTO membership base and you are invested in facilitating both virtual and in person spaces that light the spark necessary to mobilize our members in their quest to create safe city streets. You understand that impactful and intentional meeting agendas help our members stay organized and rooted in our mission. You recognize that consistent email correspondence and resource-sharing builds trust among members. You know that a well-facilitated meeting with clear action steps can build momentum, ignite creativity, and help our members to stay excited and engaged in their work as transportation practitioners. You understand that the little details count in keeping a membership base feeling connected to the work.

You're invested in connecting the dots, and you're always looking for ways to share the experiences that members are having with your internal team members for greater organizational alignment and cohesion. You know how to track trends within the membership network, document the trends in an organized and accessible system, and keep your internal team members apprised of trends in our collaborative work environment. Resource-sharing is a core value of yours and you do so not only by contributing as a researcher and writer, but also by actively sharing information that will help our internal team be the best member-advocates possible.

To be successful in this job, you will excel in the following **core competencies**:

- **Actively contribute to NACTO's street design and transportation policy priorities**
 - Monitor ongoing discussions and trends in street design and transportation policy. Research national, state, and local transportation policies and synthesize trends.
 - Develop subject matter expertise in urban street design and transportation policy topics.
 - Identify, articulate, distill, and communicate key information to member agencies. Help NACTO members focus on opportunities for impact in street design and transportation policy.
- **Strong writing and content development around street design and policy**
 - Effectively communicate our organizational positions on transportation design and policy. Create deliverables that spark momentum in our network to inspire, support, connect, and challenge their notions of the status quo.
 - Research, outline, and draft internal and public-facing materials, including briefing memos, comment letters, fact sheets, case studies, sign-on letters, op-eds, statements, and website content.
 - Understand how policy impacts the lived experiences of diverse communities and translate that impact into accessible, inspiring, and actionable written and visual content. Help NACTO members move the needle in their work.
- **Facilitating space for street design and policy discussion and alignment with NACTO members**
 - Schedule and support convenings, roundtables, briefings, and committee meetings with NACTO members and, as appropriate, external stakeholders and partners. Make space for NACTO members to come together in a purposeful way to inform and co-create deliverables such as working papers, policy language, and design guidance that advance the practice. Bolster meetings by creating strong agendas, taking notes, and listening to understand.
 - Build strong relationships with members through active listening, demonstrating empathy, and looking for trends during meetings. Understand the unique experiences and complexities of member experiences and provide relevant recommendations and support on street design and policy.

- Bring high-level information from member meetings back to the NACTO team to help inform appropriate action items that best serve our members.
- Collaborate with internal team members to develop a visible presence by presenting and sharing NACTO work at webinars, conferences, and other events as requested. Actively translate your research on street design and policy trends into engaging and thought-provoking in-person and virtual sessions for NACTO members and partners.
- Be visible, communicative, and responsive to members when they reach out for support, request resources, or need connections.
- **Strong project management and collaboration skills**
 - Use self-direction, self-motivation, curiosity, inquisitiveness, and organizational skills to drive your own workstream and schedule, completing your projects in a timely and thoughtful manner.
 - Support cross-cutting projects such as updating and contributing to the website, contributing to the annual report, making presentations at all-staff meetings and events, and helping to respond to member requests.
 - Implement and champion NACTO's organizational infrastructure, including community principles and project management practices.
 - Participate in organizational projects as requested.

Qualifications

NACTO does not have minimum requirements for education or professional experience. We encourage all candidates with relevant experiences and professional backgrounds to apply. Generally, we expect qualified candidates would have the following baseline experience for a Program Associate at NACTO:

- A proven track record and a few years of professional experience as a support or co-lead in at least two core responsibilities of the role.
- A proven track record and at least a few years of experience to moderate experience as a project manager on both short-term projects and large-scale, multi-year projects.
- A proven track record and at least a few years of experience collaborating with a diverse team across varying career levels in a collaborative work environment.

How to Apply

[Please use this Google application](#) to apply for the role. **The application is due on Monday, August 19th at 9:00 am.** Please note that we cannot accept late submissions. No calls or email inquiries please.

NACTO engages in a negotiation-free practice for salaries and benefits that is aligned with our internal equitable compensation plan. We seek to offer competitive salaries and benefits that are aligned with market research and the requirements of the role. All salary offers are based on a

combination of factors including years of experience and core competencies instead of a candidate's ability to negotiate a salary.

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 based on a nonprofit scale and commensurate with experience. Benefits include accrued PTO and family leave; healthcare, dental and vision insurance; expanded disability and life insurance; retirement savings plan; and pre-tax commuter benefits.