

2017 Marin Transit / National Parks Shuttle Summer Internship

Looking for an exciting summer job that involves interacting with the public and promoting alternative transportation to the Muir Woods National Monument? Marin Transit, in partnership with the National Park Service, is looking for independent, organized individuals to assist riders as Customer Liaisons for the Muir Woods Shuttle between May and early to mid-September.

ABOUT THE SHUTTLE

The Muir Woods Shuttle (Route 66) began operation in 2005 and was designed to provide an alternative to automobile access to alleviate parking and traffic. Over the last eleven years, the Shuttle has become an integral mode of access to the park, carrying about 18% of visitors during summer weekends. In 2012, the Shuttle received the California Transit Association's (CTA) Transit Excellence Award, recognizing the service for innovation, effective problem-solving techniques, and promoting a positive image of transit in the community.

The Shuttle serves the Pohono Street Park & Ride lot in Mill Valley, the Marin City transit hub, and the Sausalito Ferry Terminal. The Shuttle operates on weekends and holidays between April and October. Additional weekday service is provided between mid-June to mid-August. The Shuttle is operated by MV Transportation under contract with Marin Transit.

The Shuttle Liaisons serve an important role in greeting riders, assisting passengers with questions, distributing information, and monitoring operations and service quality. The Shuttle Liaisons will work with Marin Transit operations and planning staff, as well as with the National Park Service and Muir Woods National Monument staff.

RESPONSIBILITIES

- Serve as a liaison between Marin Transit, the National Park Service, and passengers waiting for Shuttle service at the Pohono Street Park & Ride lot in Mill Valley, Downtown Sausalito, and Muir Woods
- Distribute brochures to passengers, answer questions about the Shuttle services and/or the National Park Lands, and provide information on daily programs available in the area.
- Listen to and document complaints from passengers and members of the public concerning Shuttle operations, personnel, or related matters
- Communicate service issues with the Marin Transit Supervisor and/or MV Operations Supervisor(s) as needed
- Distribute survey questionnaires to passengers and input responses into Microsoft Excel or Access database
- Submit weekly email reports and a monthly summary report to the Marin Transit Supervisor outlining observations, issues, and data collected
- Foster friendly relationships with passengers

QUALIFICATIONS

To be considered for this position, candidates must be able to commit to working during a specific time period and on specific dates.

- Ability to complete work assignments independently and with limited in-person supervision after completing training

- Outstanding communication, presentation, listening, and problem-solving skills
- Demonstrated critical thinking and conflict-resolution skills
- Sensitivity for welcoming new park audiences
- Enthusiasm and familiarity with the National Park Lands in Marin County and the local community
- Familiarity with public transportation and desire to promote transportation alternatives to driving
- Comfort working directly with the general public and with large crowds
- Ability to organize and communicate information succinctly to a variety of groups of people
- Basic computer proficiency, including Microsoft Excel, data entry, and email
- Ability to travel to various locations within Marin County including the Pohono Street Park & Ride lot
- Ability to lift and carry small loads up to 25 lbs. and be able to stand for long periods of time during the workshift
- Knowledge and certification in basic first aid and CPR a plus
- Willingness to use personal cell phone for work-related conversations during the workshift highly desirable

DETAILS

- Must attend orientation meeting and training
- Required to work on weekends (Saturday and/or Sunday) and holidays
- Must be available to work some or all weekdays June 19 – August 11
- Approximately 6-14 hours (1-2 weekend shifts) per week May 13 – September 23, 2017, and an additional 6-30 hours (1-5 weekday shifts) per week June 19 – August 11, 2017
- Shifts are approximately 6-7 hours long, between 9:30am and 6:00pm
- **Must be willing to commit to working on Memorial Day, Independence Day, and Labor Day**
- Some flexibility in scheduling
- Approximately 90% field work, 10% office work
- \$14-\$18 per hour DOE

TO APPLY

Please send cover letter addressed to Melody Reeb and resume to mreebs@marintransit.org with the subject **Marin Transit / NPS Shuttle Internship**. In your cover letter, indicate your expected availability during the timeframes indicated, including dates and times. No phone calls, please.

For more information, visit www.marintransit.org

