



Job Description

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| JOB Title: | Transportation Account Manager |
| STATUS: | Full-Time |
| Reports To: | Operations Manager |
| FLSA Status: | Exempt |

SUMMARY OF POSITION:

The BNMC Transportation Account Manager will primarily be responsible for the day-to-day administrative needs of BNMC's Parking & Transportation System, including parking customer account management and customer service, data collection and reporting, and account management and customer service for BNMC's alternative transportation incentive programs.

ESSENTIAL FUNCTIONS:

- Assist with the day-to-day administrative needs of the BNMC Parking System, managing parking accounts and providing excellent customer service to parking customers. This includes:
 - Responding to phone and email inquiries promptly within 24 hours;
 - Creating and managing parking customer accounts, and creating and managing hangtags or other access permissions to specific parking facilities;
 - Receiving and processing payments, and distributing and invoicing parking customers;
 - Maintaining lot occupancy target numbers and waiting lists if necessary;
 - Collecting and analyzing parking data;
 - Assisting with parking system planning and other duties when requested.
- Assist with the day-to-day administrative needs of BNMC's alternative transportation incentive programs, managing program accounts and providing excellent customer service to program participants. This includes:
 - Responding to phone and email inquiries promptly within 24 hours;
 - Creating and managing participant accounts, including keeping the participant database updated;
 - Assisting with program outreach plans and implementation;
 - Assisting with the BNMC NFTA Corporate Pass Program;
 - Assisting with incentive planning and other duties when requested.
- Assist with other BNMC operations and facilities needs when requested.

OTHER JOB DUTIES:

- Actively work to increase personal skills and knowledge,
- Perform sundry tasks as assigned
- Other duties and/or projects as assigned by Executive Director/President or COO,

QUALIFICATIONS:

- Strong verbal and written communication skills
- Strong interpersonal skills and confident work ethic
- Pleasant and engaging demeanor
- Ability to problem solve and prioritize workload
- Strong computer skills; proficient in Microsoft Suite, Adobe, and spreadsheets
- Work effectively in a team environment
- Proven ability to maintain positive relationships with people at all levels of an organization
- Excellent administrative and organization skills
- Resourceful in obtaining needed information and resources
- Capable of managing multiple priorities and projects
- Detail oriented
- Capable of maintaining utmost confidentiality
- Preference given to individuals with proven account management/customer service experience

TEAM VALUES:

BNMC is a team environment that fosters intelligent risk-taking to build a community of change makers & develop innovations that advance our city. Core values any member of the BNMC team must embrace include:

- Be inclusive and collaborative
- Drive positive change
- Work on behalf of others
- Imagine possibilities
- Act sustainably and equitably
- Teach, learn from, and respect each other
- Be passionate

ABOUT THE BNMC

The Buffalo Niagara Medical Campus (BNMC) seeks to re-imagine our city's future through the dynamic intersection of technology, health, discovery, and collaboration. The BNMC is an enterprise focused on cultivating inclusive innovation in partnership with our community. We do this by improving infrastructure, managing our sustainable transportation system, creating a culture of health and wellbeing, facilitating, and nurturing innovation, and working with our partners to drive equitable economic development and growth. www.bnmc.org.

BNMC, Inc is an equal opportunity employer. Interested and qualified individuals from underrepresented populations and/or who live within a 1-mile radius of the Medical Campus are encouraged to apply. The position includes competitive salary and benefits.

HOW TO APPLY:

Applicants are asked to submit a resume and cover letter to employment@bnmc.org. The posting will be open until the position is filled. Please note that applications will be reviewed on a rolling basis. We

thank all applicants – however, only candidates selected for a follow-up will be contacted. No phone calls please.