



**Job Opening**  
**Coordinator, Information Development**

Req #12-00006

Open to TriMet Employees Only

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**Salary:**

\$31.14 - \$31.14 Hourly

**Opening date:**

01/27/12

**Closing date:**

02/10/12 05:00 PM

**Position Summary:**

This position reports to the Manager, Customer Information in the Communications & Technology Division.

Responsible for coordinating the development, production, distribution, installation, and maintenance of customer information materials. Perform related duties as required.

**Essential Functions:**

1. Provide leadership for Information Development team in daily operations and minor/major service change activities, including delegation of work assignments.
2. Represent Marketing Department in decision-making role on working committees for Operations Division, MAX startup and Customer Services.
3. Verify customer information throughout production for accuracy, completeness and presentation.
4. Responsible for coordination of work affecting the transit mall, on-street displays, bus stops, rail stations, and park & rides with other departments, local jurisdictions and outside contractors.
5. Develop, produce, troubleshoot, and install computer-generated information programs for the transit mall and kiosk systems.
6. Coordinate with Information Development team in forecasting and inventory control of customer information, including public timetables, Transportation Guide, mall and MAX graphics, on-street signage, etc. for building purposes.
7. Respond as needed to service interruptions, including inclement weather and power failures.

**Position Requirements:**

High school diploma or equivalent certification.

Two years experience in responsible customer service position. Transit related experience desired.

Copy-writing experience.

Public contact experience.

Personal computer experience, including word processing database management, excel and exposure to design programs.

Possession of valid Oregon or Washington State driver's license.

Ability to work in warehouse environment and lift 40 pounds.

Or any equivalent combination of experience and training.

**Selection Criteria:**

1. Knowledge of TriMet service district and TriMet operations.
2. Ability to analyze and resolve problems diplomatically with diverse work groups and the public.
3. Ability to attend to detail with accuracy and completeness.
4. Ability to prioritize tasks to meet deadlines, delegate responsibility and supervise the work of others.
5. Ability to generate good public relations for TriMet.
6. Ability to communicate clearly and effectively, orally and in written form.
7. Ability to use good judgment and discretion in interpersonal relationships.
8. Ability to establish and maintain effective work relationships with employees, supervisors and the general public.
9. Demonstrated ability to learn additional computer terminal operations

**Type of Position/Grade/FLSA**

Non-Exempt, Union, Regular Full-time

**Candidates will be selected based at minimum on the result of:**

1. Application/Work Record Review
2. Supplemental Exercises
3. Panel Interviews
4. Passing a physical/medical examination/ability to lift 40 lbs.
5. Verification of a valid Oregon or Washington driver's license, and good driving record

**Supplemental Information:**

It is your responsibility, and to your benefit, to describe in detail how your education, training and work experience meet the requirements of the position for which you are applying. If applicable, please provide at least ten years of your work history, including any volunteer and internship experience you may have. You are encouraged to attach a resume, cover letter, training certificates and letters of recommendation with your application.

Online applications are permitted five attachments; however each attachment is limited to 5MB. Please include your attachments in the "Resume Attachment" section (please try to combine documents as much as possible). A second option for attaching multiple documents is to send them to [careers@trimet.org](mailto:careers@trimet.org) and we will attach them to your online application. You may also fax your materials to 503-962-3477 or 503-962-7440. Incomplete applications will not be considered. Resumes will not be considered in lieu of a completed application.

**To apply, please visit our website at <http://trimet.org/careers>.**

**Internal applicants:** Information in your personnel file will not be used in lieu of information requested on your application. Incomplete applications will not be considered.

If you are a qualified veteran and would like to apply for veterans' preference points, you will need to reflect your status on the application and submit supporting documentation with your application by the closing date of this recruitment. Documentation must be attached to your application.

Persons needing an accommodation under the Americans with Disabilities Act for any part of the application process should contact TriMet Human Resources staff at 503-962-7505, or the TTY line at 503-238-5811. A minimum of two workdays notice prior to the need for accommodation is required.

TriMet is an equal opportunity employer, committed to developing an organization that is reflective of and sensitive to the needs of the diverse community we serve, including the elderly and persons with disabilities.