



ALAMEDA COUNTY TRANSPORTATION COMMISSION

Associate Program Analyst (Communications Specialist)

HR25-01

DEADLINE TO APPLY

This recruitment will remain open until filled.

Candidates are encouraged to apply early in the process for optimal consideration.

The first review of resumes will take place on June 23, 2025.

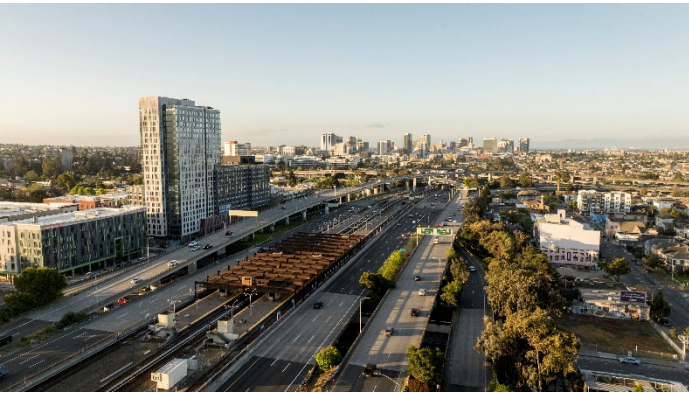


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THE OPPORTUNITY

Under the supervision of the Assistant Director of Government Affairs and Communications, the Associate Program Analyst (Communications Specialist) will:

- Perform project management and administrative support for the Agency's communications efforts;
- Ensure customer-service orientated relationships with internal teams and external stakeholders to enhance public outreach efforts;
- Communicate with the public and stakeholders about a wide variety of agency activities including transportation projects, programs, and policies;
- Manage production of publications such as reports, fact sheets and other outreach materials; and
- Execute social media efforts to engage the public, ensuring clear and consistent messaging across various platforms.



THE AREA

Alameda County is the geographic center of the San Francisco Bay Area, located east of the San Francisco Bay, extending to Livermore in the East and from Albany in the North to Fremont in the South. Alameda County encompasses 813 square miles of land and as a population in excess of 1.6 million, making it the second most populated county in the Bay Area.

THE ORGANIZATION

Alameda County Transportation Commission (Alameda CTC) is a joint powers authority that plans, funds and delivers transportation programs and projects that expand access and improve mobility in Alameda County. Alameda CTC was created by the merger of the Alameda County Congestion Management Agency and the Alameda County Transportation Improvement Authority in order to allow for better coordination of transportation planning and programming within the County, as well as position Alameda County jurisdictions and transit agencies to better compete for limited state and federal transportation dollars.

Together, We Deliver Excellence. Alameda CTC is invested in making a positive impact. Our staff values a nurturing environment with visionary thinking to deliver our mission. We embrace the diversity of our vibrant teams and actively collaborate toward our common goals. Staff at Alameda CTC advance inclusivity and trust through open, honest, and respectful communication. Our culture is built together, day by day, in every action we take.

We Are, Who We Serve. Alameda CTC is committed to serving the people of Alameda County. We aspire to be people-centric by celebrating those who bring their authentic selves to work and we support the needs of our very diverse communities. We strive to cultivate opportunities that address historical inequities by inviting and engaging multiple perspectives. We set the standard for diversity, equity, and inclusion and our leadership cultivates a workplace that empowers staff to reach their potential.

Equity. Alameda CTC recognizes inequities in marginalized communities and is committed to advancing racial, socio-economic, and environmental justice in order to maintain the diversity of our communities. Alameda CTC adopts and implements deliberate policies, systems, and actions to deliver transportation funding, projects and programs that result in more equitable opportunities and positive outcomes for marginalized communities.

THE IDEAL CANDIDATE WILL:

- Be flexible, highly detail-oriented, and able to manage their time, work under tight deadlines, balance multiple projects, respond accordingly when priorities shift, and work independently.
- Have a passion for public service and community engagement.
- Have experience managing publications, developing social media strategies and content, and writing for diverse audiences.
- Have strong writing and editing skills with the ability to translate technical concepts into accessible content.
- Have strong skills for collaboration and partnership building.
- Have effective and customer service-oriented communication in person, virtually, over the telephone, and in writing.
- Demonstrate a commitment to collaborating effectively with various stakeholders.
- Have a positive attitude and thrive in a fast-paced environment.

EXAMPLE OF ESSENTIAL RESPONSIBILITIES

- Manage and update digital communications for all departments to advance agency messages, including managing various social media accounts.
- Oversee the email and voicemail systems for public inquiries and demonstrate outstanding customer service through timely and helpful responses.
- Track engagement metrics, and coordinate with other departments to highlight achievements and key activities.
- Manage and coordinate production of agency publications by updating and developing content, overseeing and reviewing draft writing submissions from other departments, delivering editorial support, and ensuring schedules are met.
- Maintain the Communications team's digital archives and manage contact databases ensuring complete and organized electronic files.
- Handle vendor relationships and review and approve invoices for Communications-related expenditures to ensure costs and terms are in compliance with contract and/or agreement provisions.
- Support planning efforts for celebratory public events such as groundbreakings and ribbon cuttings.
- Monitor applicable changes in laws, regulations and technology relating to communication with the public such as providing publications in multiple languages and posting digital content in an accessible format for those with vision challenges. Implement policy and procedural changes as required.

QUALIFICATIONS

- Equivalent to graduation from an accredited four-year college or university with major coursework in communications, public relations, journalism, business administration, public administration, or a related field.
- Three (3) years of responsible professional-level experience in the transportation field related to area of assignment.

COMPENSATION AND BENEFITS

The annual salary range is \$108,333 to \$140,833 depending on qualifications and experience. Alameda County Transportation Commission offers a generous benefits package including:

- Cafeteria Plan which employees can use to choose the following:
 - Health, Dental, and Vision Insurance; and
 - Life, AD&D, and Long-term and Short-Term Disability Insurance.
- Retirement Program in the California Public Employee Retirement System (CalPERS):
 - Classic Member (member of CalPERS prior to January 1, 2013) – 2.5% at age 55 (employee contributes 3%)
 - New Member (under PEPRA laws) – 2% at age 62 (employee contributes 7.75%, this amount is subject to change at the beginning of each fiscal year per CalPERS calculations)
- Vacation Leave: Starts at 10 days per year and increases based on years of service.
- Sick Leave: Accrued at one (1) day per month.
- Holidays: 11 paid holidays, plus three (3) floating holidays, per year.
- Other benefits include transit subsidy, flexible spending accounts, 457 retirement plan, tuition assistance, etc.



TO APPLY

To apply for this opportunity, please visit the Alameda CTC website and download an application at: <https://www.alamedactc.org/get-involved/careers-jobs/>

Complete application packets must include a cover letter, resume, and application. In addition, please include a professional writing sample from your existing work of at least 250 words that demonstrates your ability to communicate clearly and effectively with a public audience. This may be from previous professional work or from academic coursework. Examples include a press release, newsletter article, outreach materials, or class assignments.

Application packets may be sent by email to: recruitment@alamedactc.org. As an alternative, you can mail the completed application materials to:

Attn: Recruitment

Alameda CTC

1111 Broadway, Suite 800

Oakland, CA 94607

Incomplete applications will not be considered.

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Alameda CTC is an equal opportunity employer encouraging workforce diversity and is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its hiring activities on the basis of race, color, creed, sex, gender, religion, marital status, registered domestic partnership status, age, national origin or ancestry, physical or mental disability, veteran status, sexual orientation, gender identity/gender expression, or medical condition including genetic characteristics.

Title VI of the Civil Rights Act of 1964 provides protections against discrimination based on race, color and national origin; and 49 United States Code Section 5332 provides additional protections against discrimination based on religion, national origin, sex, disability, or age.

Employment at Alameda CTC is at-will.

The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.



