



## **DASH Assistant Project Manager**

Classification / Work Schedule:

Exempt, Full-Time, M – F

Salary Grade/Level/Range:

Salary commensurate with experience

Reports directly to:

District Operations Manager

### **Company/Program Overview:**

The Tampa Downtown Partnership is a dynamic organization dedicated to promoting and enhancing the vitality of Downtown Tampa. As part of our commitment to improving transportation options and connectivity within the city, we are seeking a skilled and experienced Assistant Project Manager to oversee and manage our Downtown Area Shared Hub (DASH) program.

### **Job Summary/Objective:**

As the DASH Assistant Project Manager, you will be responsible for the efficient and effective operation of our Downtown Area Shared Hubs (DASH) program, which connects various hubs, or digital bus stops, within Downtown Tampa via Teslas. You will aid in the oversight of a team of drivers, ensuring the highest level of customer service, adherence to schedules, and safety standards. This role requires strong leadership, excellent organizational skills, and a passion for providing exceptional transportation services.

### **Responsibilities:**

#### *Service Operations Management:*

- Be well-versed and manage back-end software for app that provides our hub-to-hub transit services. Communicate directly with app operators to ensure effective service delivery.
- Manage daily service operations, including vehicle checks, scheduling, and driver assignments.
- Monitor and track program performance metrics, such as wait times, ridership numbers, hub management, customer feedback, and more, to be presented at regular intervals to Partnership staff, Board of Directors, and relevant partners.
- Continuously evaluate and improve service efficiency and effectiveness, identifying areas for optimization.

#### *Staff Management:*

- Work with leadership to support the recruitment, training, and supervision of a team of drivers, ensuring they are well-equipped with the necessary equipment, skills, and knowledge to perform their duties effectively and safely.
- Assist and support performance evaluations, feedback, and identify opportunities for driver development.
- Foster a positive and collaborative work environment through consistent driver engagement that promotes teamwork, professionalism, and exceptional customer service.
- Utilize *Sling* application to communicate regularly with drivers, relaying important information and service updates.
- Aid in the assessment of training needs and develop programs for personnel.

#### *Customer Service and Communication:*

- Manage customer-facing policies, making recommendations to ensure policies and procedures remain consistent and reflect the values of the Tampa Downtown Partnership.
- Respond to customer inquiries, feedback, and resolve complaints in a timely and professional manner, ensuring a high level of customer satisfaction.
- Implement and maintain effective communication channels with customers, stakeholders, and internal teams, keeping them informed about service updates, changes, and improvements.
- Collaborate with relevant administrative staff, community partners, and stakeholders to ensure seamless coordination and alignment of DASH services with other initiatives.

*Safety and Compliance:*

- Participate with leadership in the development and enforcement of safety policies and procedures, ensuring compliance with relevant regulations and industry best practices.
- Conduct regular safety audits and inspections of vehicles, ensuring they are well-maintained and equipped with necessary safety features.
- Collaborate with the appropriate authorities to ensure compliance with local transportation regulations.
- Monitor and track driver performance and safety incidents via vehicle cameras and Verizon Relay Dashcams.

**Required Education and Experience Qualifications:**

- Bachelor's degree in transportation management, business administration, or a related field (or equivalent work experience).
- Proven experience in personnel management, preferably in transportation services or fleet management.
- Advanced technology skills.
- Strong leadership skills with the ability to motivate and develop a diverse team of drivers and support staff.
- Excellent organizational and problem-solving abilities, with a keen attention to detail.
- Exceptional interpersonal and communication skills, both verbal and written.
- Flexibility to work in a dynamic and fast-paced environment, adapting to changing priorities and needs.
- Ability to prepare professional reports and correspondence.
- Valid driver's license.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook)

**Statement of Other Duties Disclaimer:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of this position. Job duties may change at any time, with or without notice.



## About the Partnership

### Vision

Tampa Downtown Partnership is the leader in fostering a vibrant, diverse, 24-hour downtown neighborhoods in which to learn, live, work and play.

### Mission

The strategic mission of Tampa Downtown Partnership is to be the steward of Downtown Tampa while cultivating effective public/private partnerships to facilitate catalytic physical and economic development.

Programs such as our Clean and Safe team and our transportation initiatives make accessing and navigating downtown an easy and enjoyable experience. As a membership organization, we are driven to serve the downtown business community and are empowered by what each member brings to our organization. Together, we strive to improve the collective downtown community, be an active conduit of information and resources, promote a shared vision for Tampa's Downtown, and create and implement the plans that support that vision.

The Tampa Downtown Partnership administers the Special Services District program through an annual contract with the City of Tampa. Through the Special Services District program, the Partnership works to promote the downtown experience through a multitude of initiatives such as marketing, business development, transportation, planning, and beautification, as well as maintenance and safety with Tampa's Downtown Guides and Clean Team. The Partnership also works with numerous agencies to identify opportunities and facilitate opportunities for collaboration, advocacy, and strategic planning for issues related to Tampa's Downtown.

### Equal Employment Opportunity

The Partnership is an equal opportunity employer. It is the policy of the Partnership to provide equal employment opportunities to all employees and applicants for employment without regard to race, creed, color, age, sex, religion, disability/handicap, pregnancy, childbirth, or related medical condition, citizenship status, service member status, sexual orientation, gender identity or expression, familial status, marital status, national origin, genetic information, or any other category protected by law in all employment practices

### Additional Compensation

Fully paid Health and Dental Benefits  
Life Insurance  
Matching 401K  
Paid Personal Time Off  
Commuter Transportation Allowance

### Application Information

Resumes and cover letters should be emailed directly to Joe Freeman, District Operations Manager, at [jfreeman@tampasdowntown.com](mailto:jfreeman@tampasdowntown.com). Only candidates meeting qualifications need apply. Phone calls will not be accepted. Position will remain open until filled.