

January 22, 2019

TITLE: Fare Programs Operations Intern
EMPLOYMENT TYPE: Temporary (Non-Exempt)
DIVISION: Administrative - Executive
APPLICATION DEADLINE: Friday, March 1, 2019
PAY RANGE: \$18.00/hour
WORK LOCATION: San Carlos, California
WORK SCHEDULE: Starting June 17, 2019 – 320 Hours Maximum

INTERNSHIP PROGRAM MISSION:

The Internship Program gives students the opportunity to apply the skills that they have learned in the classroom. In addition, the program gives students the opportunity to consider a career in the transit industry. The interns will gain invaluable experience by partnering and learning from our team of professionals.

JOB SUMMARY: The Fare Program Operations Intern will provide support to the development, implementation and reporting of fare-related projects, including organizational efficiency studies.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Assist in the development and implementation of the regional fare system, Clipper next generation.
- Assess fare programs and systems processes and procedures to identify administration efficiencies

EXAMPLES OF DUTIES:

- Conduct internal stakeholders interviews and collect information to map process and procedures
- Develop improvement plans and present to the stakeholders
- Identify and elaborate fare program performance metrics
- Research peer agencies fare programs
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: The Fare Program Operations Intern will work under the supervision of the department manager, who will establish goals and objectives, and evaluate performance.

MINIMUM QUALIFICATIONS:

- The Fare Programs Operations Intern must be currently enrolled as a Junior or Senior undergraduate, or a graduate student in business administration, project management, organizational behavior management or other related program with an interest in transit.
- Must be proficient in the use of word processing and spreadsheet programs.

SELECTION PROCESS MAY INCLUDE:

Applications will be screened for minimum qualifications and completeness. Finalists will be interviewed by a selection panel. Selected candidate will be subject to background investigation.

EMPLOYMENT BENEFITS AT SAMTRANS:

Free transportation on SamTrans buses. Incentives are offered for riding other forms of public transit, and for carpooling to and from work.

HOW TO APPLY:

Although we encourage applicants to apply online, we are still accepting paper applications.

- Apply online or complete a SamTrans Employment Application per instructions printed on the application.
- When completing the online application, please follow instructions on the Prospective Employee Reference Guide found at www.smctd.com/jobs.html. When completing the paper application, please specify the position for which the application is being submitted.
- Incomplete or improperly completed online or paper applications may be rejected even if you are qualified for the position for which you are applying. It is your responsibility to ensure that the online or paper application reflects the work experience and education needed to meet the requirements for the position(s) for which you are applying.
- Your completed application package must be received by the District's Human Resources Department by the specified deadline to receive consideration. Paper applications must be received by the Human Resources Department by 4:30 pm on the application deadline date. Online applications must be submitted prior to midnight on the application deadline date.

**The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please call (650)508-6288. SamTrans is an Affirmative Action/Equal Opportunity Employer
Minorities/Women/Persons with Disabilities/Veterans**