

## About Us

Anaheim Transportation Network (ATN) is a public transportation system operating within the Anaheim region and surrounding areas. Every year, over 9 million residents, visitors and employees use ATN services to connect with local destinations, theme parks, sport venues, shopping centers, hotels, restaurants, and ARTIC regional transportation center. ATN strives to provide services that connects convenience with fun.

# Outreach Coordinator

**Reports to:** Sales and Product Development Manager

**Department:** Sales and Marketing

**FLSA Status:** Non-Exempt

**Salary/rate:** \$23.00-\$27.98 (DOE&Q)

## About the Role

Under direct guidance, the Outreach Coordinator assists with various outreach activities to create awareness and promote the presence of Anaheim Transportation Network's (ATN) programs and services.

## Responsibilities

*(This list is not intended to be a complete listing of all the job duties required of this position, but to provide information on the general scope of the position.)*

- Participates in telephone, mail, virtual, and in-person campaigns, community-based activities, and events
- Serves as the main point of contact for members of the community, performing assessments to determine what kind of help they need, and informing and educating them about the company's public transportation programs and services
- Creates, schedules, organizes, and promotes outreach activities, training sessions, workshops, and special events
- Maintains various departmental databases and records; documents outreach activities in the activity log in a timely manner and maintains the contact database in accordance with policy
- Assists the sales and marketing team in distributing marketing and promotional materials maintains inventory
- Assists in creating company presentations; delivers presentations to various internal and external audiences of various
- Gathers customer and public feedback and other data, prepares written reports summarizing the data
- Maintains up-to-date knowledge on all company products and services
- Other tasks and projects as assigned

## Candidate Requirements

### Knowledge, Skills & Abilities

- Excellent customer service skills
- Computer skills – Knowledge of MS Office programs
- Excellent verbal and written communication skills
- Professionalism and enthusiasm
- Adaptability
- Organizational Skills
- Make decisions independently and take ownership for a wide range of responsibilities
- Prepare and give clear and impactful presentations
- Track data, maintain databases, and prepare reports
- Work independently and proactively, either alone or as part of a team, and exercise sound judgment; establish and maintain effective working relationships

### Education & Experience

- Two (2) years of customer service or related experience required
- Associate's degree preferred; work experience may substitute for education requirement
- Knowledge of Orange County demographics and public transportation is desirable

### Additional Requirements

- A valid California Driver's License (CDL) preferred
- Occasional work outside of regular business hours
- Ability to provide proof of COVID-19 vaccination or valid medical/religious exemption
- Ability to provide proof of eligibility to work in the U.S.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.*

### Equal Employment Employer

Anaheim Transportation Network (ATN) is an Equal Opportunity Employer and does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable local, state, or federal laws.