CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

POSITION DESCRIPTION:
COMMUNICATIONS & TOLL OPERATIONS SPECIALIST

POSITION TITLE:	Communications & Toll Operations Specialist
REPORTS TO:	Assistant Director of Communications / Toll Operations Manager
SUPERVISES:	N/A
FLSA EXEMPTION STATUS:	Exempt
LAST UPDATE:	New

SUMMARY OF PURPOSE: This hybrid role works under the direction of the operations and communications departments. The Specialist will provide assistance with customer service inquiries, legislative inquiries, internal and external communications, website design and maintenance, graphic design, media relations, and more. The Specialist will represent the agency to the general public, exercise independent judgment and initiative in executing essential functions/task/work. Applicants can expect to work a hybrid schedule that may change at management's discretion.

ESSENTIAL FUNCTIONS

1. Assists with public-facing communications including customer service responses (account inquiries, billing questions, payments, and general FAQs), PowerPoint presentations, and other materials as needed.
2. Coordinates logistics for special events including open houses and hearings, groundbreakings, ribbon cuttings, and project tours.
3. Coordinates customer, media, and legislative inquiries via CRM software, such as ZenDesk.
4. Coordinates public outreach and community involvement activities for the agency's environmental and project development studies, active construction projects, and open projects with the General Engineering Consultants, contractual consultants and partner agencies.
5. Assists with the development of responses to issues and requests for information emanating from the public.
6. Assists with project and agency website design, statistical analysis and reporting, and monthly maintenance.
7. Takes/manages digital photographs for photo galleries and project records.
8. Monitors and distributes daily newspapers and clip stories related to the agency.
9. Works closely with the Communications staff and partner agencies to ensure consistency, clarity and effectiveness of messages.
10. Coordinates and produces agency presentation materials.

11. Performs exempt requests via CRM software.
12. Functions as a liaison with media for all media requests for the agency and agency staff.
13. Performs other general duties as assigned.

POSITION REQUIREMENTS:

1. Strong customer service background.
2. Excellent writing and proofreading skills; and strong verbal communication skills required.
3. Ability to work in a team environment and to work independently.
4. Knowledge of Public Involvement, Public Relations and Communications tools and techniques is helpful.
5. Some knowledge of transportation construction and tolling is helpful.
6. Proficient in MS Word, Outlook, Excel, and PowerPoint.
7. Experience with CRM software, such as ZenDesk preferred.
8. Experience with any/all the following is helpful: Adobe Creative Suite, website editing; and video editing.

PHYSICAL/MENTAL REQUIREMENTS

1. Uses a personal computer for approximately 6-7 hours per day.
2. Uses telephone, email and Microsoft Teams to communicate with consultants, contractors, media, the public and co-workers, approximately 6-7 hours per day.
3. Sits approximately 4-5 hours per day.
4. Spends work time traveling to meetings and attending meetings outside the Mobility Authority offices, primarily in the Austin metropolitan area.
5. Visit construction sites occasionally; moves about various construction sites to review projects.

GENERAL SUMMARY

This position description serves as a general overview of the major duties and responsibilities and is not intended to be all-inclusive. Management reserves the right to modify this description at any time.

APPLICATION REQUIREMENTS

To apply, please send a cover letter and resume to:

Central Texas Regional Mobility Authority
Attention: Communications
3300 N IH-35, Suite 300
Austin, TX 78705
or
Email: Communications@ctrma.org

This position will remain open until filled.

Note: The Central Texas Mobility Authority will be moving its headquarters in early 2027 to:
4001 W Parmer Lane, Austin, TX 78727