



Community Transit Director of Transportation *Recruitment Announcement*



ABOUT COMMUNITY TRANSIT

Community Transit helps the economy grow and protect quality of life by offering appealing choices for customers to travel to their destinations. This is accomplished by providing quick and safe trips from neighborhoods to jobs, schools, and errands while seamlessly integrating with transit partners to serve communities throughout Snohomish County.

Community Transit, a special purpose municipal corporation providing public transportation services, began operations in 1976. The Agency's boundaries encompass a land area slightly in excess of 1,300 square miles including most of urbanized Snohomish County, except for the city of Everett. Community Transit serves more than 576,000 residents, about 73 percent of Snohomish County's population. Although the city of Everett is not part of Community Transit's service area and taxing authority, Community Transit provides Swift Blue Line bus rapid transit service to Everett Station and receives payment from the city of Everett for this service.

Approximately 76% of Community Transit's employees are represented by two labor unions with four collective bargaining agreements. These agreements establish wages, benefits, and working conditions for those employees. Represented public transit employees are interest arbitration groups similar to uniformed police and fire. Disputes over wages, benefits, and/or working conditions not resolved between parties must be put before an interest arbitrator whose decision is binding on the parties.

Community Transit is governed by a Board of Directors consisting of nine voting members and one nonvoting member. Voting board members are elected officials

who are chosen by delegates from their respective jurisdictions and serve a two-year terms.

This is an exciting time in Community Transit's history. The Agency is in full expansion and future growth orientated. With high capacity transit build out happening and plans for further expansion in the years to come. Light rail will be coming to the service area in six years calling for future aggressive plans to grow services to compliment changing transportation needs of customers.

Strategic Priorities

Safety/Security/Environmental

Keep people, property, and environment safe.

Operational Excellence

Customers value what we do and trust we will do it well.

Financial Stewardship

We make every dollar count for the benefit of our community.

Employment Experience

Everyone feels valued and inspired to contribute as part of a world-class team.

Partnerships & Advocacy

As the trusted partner of choice, Community Transit is positioned for success.

Planning for the Future

We are integral partners in planning for sustainable growth and development in Snohomish County and the region.

ABOUT THE POSITION

The Director of Transportation leads a dynamic team of coach operators, dispatchers, operation supervisors, assistant managers, and administrative staff to deliver safe, reliable, efficient, and seamless transportation services to Community Transit and regionally shared customers. Reporting to the Chief Executive Officer and serving as a member of the Agency's Executive Leadership Team, the Director provides leadership with an emphasis on cooperation and strategic alignment across all programs, and departments.

The Director promotes a safety-focused workplace and a culture of continuous improvement, engaging employees in the development of operational strategies to ensure safe, reliable service, cost-effective operations and an appealing customer experience. In addition, the Director champions a customer-centric organization by collaborating effectively with individuals across the Agency to continuously integrate customer insights into operational strategy.

Additional responsibilities include:

- Directs, plans, organizes, evaluates, and is responsible for the development and implementation of transit operations; maintains on-time, safe, and efficient transit operations and services. Works collaboratively to define clearly stated expectations and objectives with the team members. Ensures that all members understand the Agency's mission and goals.
- Ensures an engaged workforce through a variety of workforce initiatives and by promoting a positive employment experience; maintains open, honest and transparent communication. Listens and builds trust and camaraderie with team members.
- Incorporates new and emerging trends, customer research, best practices, and technologies; adjusts priorities and strategies to achieve results in a rapidly changing industry.
- Serves as a member of the Executive Leadership Team and participates in Agency strategic planning and policy development; acts as an advisor to the CEO, executive management and the Board of Directors on transportation issues. Ensures that department policies and practices are handled in a manner consistent with other departments on organization-wide issues, matters of policy, HR actions, and management practices.
- Ensures organizational programs and process improvement projects are integrated into the Department and effectively managed. Develops key performance indicators to measure outcomes.
- Guides team members to include: prioritizing and assigning work, conducting performance evaluations and ensuring transit operations and administrative staff are trained; works with individual team members to support their professional development goals; conducts performance evaluations; and makes talent management decisions.
- Ensures transportation services are of the highest quality; seeks customer and employee input to ensure efficiency and effectiveness of services, and reinforces a continuous improvement ethic.
- Supports collective bargaining and administers and implements labor agreements; advises and provides guidance to direct reports regarding labor relations policy; provides implementation advice and negotiation input as requested to the Agency's chief negotiator and to department managers.

THE IDEAL CANDIDATE

For this important role Community Transit is seeking a decisive, proactive and collaborative senior transit leader with an inclusive style and action orientation. Candidates should have a proven record of success as a senior leader of a service delivery or operations division. The Director must be customer-focused and passionate about engaging employees to deliver outstanding performance and a superior customer experience.

The preferred candidate will have experience and demonstrated success in the following areas:

- Ability to inspire, persuade, engage, speak straightforwardly about complex transit issues, make tough decisions and take difficult actions. Display balanced thinking that combines analysis, wisdom, experience and perspective. Produce data-driven decisions that withstand the “test of time”.
- Ability to generate new, innovative and visionary approaches to transit systems that are effective and responsive. Bring a perspective on emerging and leading transit operations trends and best practices.
- Proven success in building a talented and effective team: Hire, mentor, develop, retain, and manage a diverse staff. Assemble and reinforce a cohesive, dedicated, highly effective inter-disciplinary team.
- Demonstrated cultural competency that enables effective working relationships in cross-cultural situations.
- Business and management acumen and the ability to strategically manage human, financial and information resources. Measure success based on results. Set high standards of performance, using accountability measures and benchmarks to track progress.
- High level of integrity, ethics, transparency and responsiveness.
- Commitment to safety and dedication to a transit system that is safe, efficient and accessible to all ages and abilities.
- Experience working with diverse constituencies, including elected officials; committees and staff; state, local and federal agencies; tribes; public policy interest groups; and citizens.



DESIRABLE QUALIFICATIONS

A Bachelors degree and seven years progressively responsible leadership experience, including at least five years of experience as a manager in a union environment. A Masters degree and transit experience are a plus.



APPLICATION PROCESS

Persons interested in this position must submit a cover letter and a current resume.

If you have questions regarding this announcement, please call Marissa Karras at 360-956-1336. The position will remain open until filled; however the screening process will move quickly. Please submit your application materials as soon as possible but no later than November 26th by visiting www.karrasconsulting.net and clicking on "view open positions." The annual hiring range for this position is \$126K-\$170K. The initial salary will depend on the candidate's overall credentials. Community Transit offers a generous benefit package including 95% company-paid medical for employee and family, 100% company-paid dental and vision for employee and family; retirement pension through the State of Washington; life insurance; short term and long term disability insurance; paid holidays; ORCA card; transportation incentive program; tuition reimbursement; wellness program with free personal trainer and nutritionist; free on-site physical therapy services; vacation and sick leave; and optional deferred compensation plan and Roth IRA.

Community Transit is firmly committed to Equal Employment Opportunity (EEO) and to compliance with all Federal, State and local laws that prohibit employment discrimination on the basis of race, religion, color, gender, age, national origin, sexual orientation, physical or mental disability, marital status or veteran status or any other legally protected status. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance.