



**NORTH  
CENTRAL  
RTD**

**Blue  
bus**

North Central Regional Transit District (NCRTD)

## **OPERATIONS DIRECTOR**

*Recruitment Announcement*

### **About NCRTD**

Celebrating 20 years of service in 2024, The North Central Regional Transit District began service in 2007. With headquarters in Española, New Mexico, The North Central Regional Transit District Blue BusT connects communities, pueblos, and tribes across 10,000 square miles throughout north central New Mexico, serving residents in Santa Fe, Rio Arriba, Taos, and Los Alamos counties as well as eight Northern Pueblos and the Jicarilla Apache Nation. Additional services connect communities in San Juan, Mora, and San Miguel Counties. The District operates 29 routes, with a mix of fixed-routes, on-demand MyBlueT, an app-based ridesharing service, and free paratransit/ADA services for medically qualified riders. Further expanding its reach, the Blue Bus provides riders with connections to New Mexico Rail Runner, Santa Fe Trails, NMDOT Park and Ride, Los Alamos Atomic City Transit, Po' Pay Messenger Service and Red River Miner's Transit. All buses are ADA accessible and equipped with bicycle racks. Bus services are fare free and the MyBlueT rideshare fare is \$1 per one-way trip.

### **MISSION STATEMENT**

The mission of the North Central Regional Transit District is to improve communities' quality of life by providing a resilient, equitable, and effective public transportation system.

### **VISION STATEMENT**

To be a mobility leader connecting people, communities, and the region through seamless, integrated, and innovative mobility options for the betterment of our region.



**KARRAS  
CONSULTING**

1802 BLACK LAKE BLVD SW, SUITE 101 • OLYMPIA, WA 98512 • 360-867-1410 • [KARRASCONSULTING.NET](http://KARRASCONSULTING.NET)

## About the Position

The Operations Director reports to the Executive Director and participates as a member of the Leadership Team in the overall administration of the District. The Operations Director plans, organizes, manages, and provides direction and oversight for all functions and activities of the Operations Department, including transportation services for fixed route, express, commuter, demand and para-transit services, central dispatch/customer services, fleet and facility maintenance, and transit security services. In addition, the Operations Director serves as a strategic thought leader to the Executive Director by bringing to bear an experienced based perspective, a genuine curiosity about key issues and by offering a range of listening and questioning skills.



### *Additional responsibilities of the Operations Director include:*

- Ensures the District is in alignment with NCRTD's strategic plan through the implementation of innovative best practices; assumes overall responsibility for defining and executing NCRTD's operational goals; analyzes current practices and data in order to identify customer demands.
- Ensures accurate, appropriate and timely information-sharing with internal and external stakeholders, including the Board of Directors, the Executive Director, the Leadership Team, and other departments; influences and garners support for key initiatives from internal and external stakeholders.
- Inspires confidence, trust and consistently high achievement in staff through effective leadership and interpersonal behavior; fosters a culture of innovation and efficiency; actively participates in human resources decision-making within the department.

- Serves on the District's negotiating team to negotiate labor contracts and side agreements as necessary; works collaboratively with the union to resolve issues at the earliest possible stage; works in partnership with the Human Resources Director to resolve division grievances, arbitrations and other complaints related to the collective bargaining agreements.
- Leads the development and execution of the department budget and brings creative ideas and methods for diversifying revenue streams and reducing expenses; monitors and approves expenditures in accordance with District policy and principals of sound and ethical fiscal management in a public environment.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures.
- Selects, trains, motivates, and directs Department staff; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Communicates, implements, and monitors adherence to OSHA regulations in support of District safety programs and policies.
- Negotiates contracts and agreements; coordinates with legal counsel and District department representatives to determine District needs and requirements for contractual services.
- Participates in and makes presentations to the Board of Directors and a wide variety of committees, boards, and commissions.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of passenger transit services.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director.
- Serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities in alignment with District policy.





## The Ideal Candidate

NCRTD is seeking a decisive, proactive and collaborative senior transit leader with an inclusive style and action orientation. The successful candidate will possess a demonstrated ability to effectively articulate and implement strategic plans. Candidates should have a proven record of success as a senior leader of a service delivery/ operations division in a transit agency. Significant prior experience interpreting and implementing complex policies and procedures, managing budgets, and ensuring compliance with applicable laws and regulations is also essential.

### CORE-COMPETENCIES

- **Inspiring and Courageous Leadership:** 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”.
- **Creativity and Innovation:** Ability to generate new, innovative and visionary approaches to transit systems that are effective and responsive. Bring a perspective on emerging and leading transit trends and best practices.
- **Build a Talented, Effective Team:** Hire, mentor, develop, retain, and manage a diverse staff. Assemble and reinforce a cohesive, dedicated, highly effective inter-disciplinary team. Ability to lead a team through change processes.
- **Business and Management Acumen:** Ability to strategically manage human, financial and information resources. Streamline and remove processes that do not bring value. Measure success based on results. Set high standards of performance, using accountability measures and benchmarks to track progress.
- **Cultural Competency:** Focus on equity in ways that enable effective working relationships in diverse communities and across-cultural situations. Uses an equity lens to analyze the impact of policies on underserved and marginalized individuals and groups to identify and eliminate barriers.
- **Partnering:** Build alliances and collaborate across boundaries to create strategic relationships. Inspire action without relying solely on authority. Perceive the complexity of situations quickly.
- **High level of integrity, ethics, transparency, and responsiveness.**
- **Commitment to the Environment:** Dedicated to creating a sustainable transit system that focuses on prevention, mitigation, and adaptation.
- **Commitment to Safety:** Dedication to a transit system that is safe, efficient, and accessible to all ages and abilities.



## Desirable Qualifications

A Bachelor's Degree in Public or Business Administration or related field and 8 years of increasingly responsible leadership experience in a transit agency including experience working in a union environment or an equivalent combination of education and experience sufficient to meet the requirements of this position.

## Salary and Benefits

The salary range for this position is \$105,493 - \$159,304. The salary offered will depend on experience and qualifications. NCRTD offers a generous benefit package including annual merit based increases, medical/dental/vision, a competitive pension program, life and disability insurance, paid holidays, Paid Time Off and cell phone reimbursement.



# 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 by visiting [www.karrasconsulting.net](http://www.karrasconsulting.net) and clicking on “view open positions.”

## About the Region

The region served by NCRTD is one that inspires artists and outdoor enthusiasts alike. The highlights of this slice of northern New Mexico are varied from, the mountain landscapes, to natural hot springs and wild rivers. It's known for the artists who have worked for generations in Santa Fe and Taos, and the entrancing landscapes they made famous. Native American pueblos dot the region, and world class ski areas draw visitors for year-round recreation. Nature is your playground, with plentiful outdoor recreation opportunities, sunny days and a mild high desert climate.



## NCRTD Values Professional Excellence

- Neighborly
- Communication
- Respectful
- Trustworthy
- Dedicated



## NCRTD Professional Standards

At North Central Regional Transit District, we offer services as a team of respectful, qualified professionals. Our customers come first. They are our neighbors.

To accomplish our mission while living our values, we believe that the following Professional Standards are crucial for you to embody if we are going to be a match as employer and employee.

You have an important professional role to play in NCRTD. *To fill that role, all employees are expected to practice the following attitudes and behaviors while at work.*

- Remain a professional, balanced, respectful, problem-solver, even under stress or when out of your comfort zone.
- Demonstrate trustworthy behavior and speech (personal integrity and professional competence, do what you say you will do, be dependable, be accountable, act as a contributing member of our professional team).
- Show respect for coworkers and customers (be attentive, recognize others' contributions and concerns, maintain the dignity of all people, empathize, honor differences, build rapport when possible and forgiveness where necessary).
- Keep a positive, "can do" attitude toward tasks, coworkers, management and customers. Communicate coherently (listen to understand, speak to be understood, no blaming, ask questions).
- Demonstrate flexibility in the face of changes and new ideas (understand why changes are being made, ask questions about them when necessary, give them a chance and offer feedback where appropriate).
- Be a steward (1) of our organization's resources (avoid waste, suggest cost saving ideas, take care of things by keeping them clean and the area safe); and (2) of your personal career (identify one or two areas of growth, learning or certification to pursue every year).

The North Central Regional Transit District is an Equal Opportunity Employer and will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, use of domestic abuse leave or genetic information.

The District is also committed to providing proper access to services, facilities, and employment opportunities. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance.