Chief Operating Officer

<table>
<thead>
<tr>
<th>Department:</th>
<th>Operations</th>
<th>Job Status:</th>
<th>Full Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
<td>Reports To:</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>Work Schedule:</td>
<td>1st shift</td>
<td>Amount of Travel Required:</td>
<td>15%</td>
</tr>
<tr>
<td>Positions Supervised:</td>
<td></td>
<td>Revised:</td>
<td>10/2019</td>
</tr>
</tbody>
</table>

Managers of Transportation, Special Services, Fleet, Facilities, Safety & Training

**POSITION SUMMARY**

Direct and coordinate transit service delivery for the agency. Key member of the senior management team, reporting directly to the CEO with responsibilities for the establishment of goals, objectives, strategies, priorities and effectively carrying out the same. Acts as on-site representative of The Rapid in areas of labor relations, employees’ grievances, and contract negotiation strategy. Develops and monitors policies and procedures for the Operations Division.

**ESSENTIAL FUNCTIONS**

- Provide direction and support to the Operations Division to ensure attainment of organizational and departmental objectives, as well as assure peak performance and productivity.
- Develop, implement, and direct budgets, goals, and business plans for assigned work units.
- Creates The Rapid’s safety vision; guide development and implementation of safety rules, policies, and procedures; communicate safety expectations; and maintain accountability for the safety performance of the entire agency.
- Ensure compliance with external regulations and Rapid policies and procedures.
- Assure full coordination of projects and activities within and between the various Operations Departments and between the Operations, Administration, and Program Development Divisions.
- Serve as a key member of the senior management team, working closely with the Chief Executive Officer, Deputy CEO, and Department Managers, to establish organizational goals, objectives, strategies, and priorities, and to ensure they are effectively carried out.
- Assure that subordinate staff receive appropriate guidance, support, and training to enable them to effectively carry out their responsibilities and strengthen their skills and capabilities.
- Assist the Chief Executive Officer and the Deputy CEO in coordination and communication with community organizations as related to Division functions and responsibilities.
- Assist the Chief Executive Officer and the Deputy CEO in support to and for the ITP Board.
- Represents The Rapid and the CEO as designated in meetings, as committee member, and before community and business groups.
- Evaluate performance by analyzing and interpreting data and metrics.
- Establish policies that promote company culture and vision.

**Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.
POSITION QUALIFICATIONS

Competency Statement(s)

- **Accountability** - Takes personal responsibility for the quality and timeliness of the work performed and ensures that all subordinates do the same.
- **Communications** - Ability to communicate effectively with others both orally and in writing.
- **Customer Experience** - Promote an overall positive relationship with all Rapid stakeholders.
- **Ethics & Integrity** - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Management Skills** - Ability to organize and direct oneself.
- **Reliability** - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.
- **Relationship Building** - Ability to effectively build relationships with customers and co-workers.
- **Responsibility** - Ability to be held accountable for the work performed and taking responsibility for your actions.
- **Teamwork** - Promotes cooperation and commitment within a team to achieve goals and deliverables.

SKILLS & ABILITIES

**Education:**

Bachelor’s degree or equivalent, master’s degree preferred; and five (5) to ten (10) years of related experience and/or training; or equivalent combination of education and experience.

**Computer Skills:**

Basic computer skills including proficiency in Microsoft Office Suite and the ability to learn proprietary systems as necessary.

**PHYSICAL DEMANDS**

Employee must occasionally lift or move up to 25 pounds for movement of boxes, files or other items. May also include frequent bending, stooping, squatting, pushing and pulling. Employee is required to perform job duties in accordance with existing health and safety procedures and policies.

While performing the duties of this job, the employee is regularly required to sit for extended periods. The employee is frequently required to walk and stand. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus.

Employee Signature: __________________________ Date: ______________

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.

THE RAPID IS AN EEO EMPLOYER - WOMEN, MINORITIES AND VETERANS ARE ENCOURAGED TO APPLY