

# RHODE ISLAND PUBLIC TRANSIS AUTHORITY

## POSITION DESCRIPTION

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**Job Title:** Chief of Operations

**Date:** January 2019

**Department:** Operations

**Reports to:** Chief Executive Officer

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### **Summary of Position:**

The Chief of Operations will oversee and lead the Security, Fixed Route, Paratransit, Maintenance and Inventory Operations. The Chief of Operations will work with the Senior Management Team, Directors and Supervisors to ensure smooth operations of the Authority's operational programs. The Chief of Operations will oversee the Agency's operational departments and will provide direct supervision to divisions, programs or departments as requested by the Chief Executive Officer. The Chief of Operations will demonstrate leadership in the creation of Authority's internal policies and procedures and will ensure implementation throughout the Agency.

- Contribute to the development of the Authority's strategic goals and objectives;
- Maintain continuous lines of communication, keeping the Chief Executive Officer informed of all critical issues;
- Oversee, direct and organize the internal operating teams;
- Monitor security for employees, customers and RIPTA property;
- Maintain and secure company and contractual assets (vehicles, facilities, inventories, tools, and equipment);
- Monitor contractual services to include administrative functions, information systems, parts purchasing, and inventory control;
- Along with HR and division directors ensure that staff members receive timely and appropriate training and development;  
Provide analytical support to Authority's management team including the development of internal management reporting capacity;
- Assist in monitoring compliance of the organizational goals as defined in the strategic plan;
- Monitor the Authority's operational capital needs and budget expenditures;
- Insure that all property management needs are addressed and maintain a consistent property improvement plan;
- Act as a conduit of communication with Executive Staff, Senior Management Team, Directors and Supervisors on matters of policy, process and compliance;
- Assist in the coordination and preparation of agency wide communication related to operational matters;
- Provide strong day-to-day leadership;
- Provide for other duties as required by the position and agency needs.

### **Qualification Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Basic Knowledge and Experience:**

- 10+ years of proven experience as a Chief Officer or relevant role;
- Exceptional capacity for managing and leading people; team builder with proven experience; ability to communicate both on an individual level and in large groups; capacity to enforce accountability;
- High level of business acumen and the ability to balance the delivery of programs against the realities of a budget;
- Strong problem solving and project management skills;
- Ability to think strategically, anticipate future consequences and trend and incorporate them into the organizational plan;
- Ability to effectively build operational staff capacity, develop a qualified workforce with effective processes;
- Excellent interpersonal and public speaking skills;
- Understanding of business functions such as HR, Finance, Planning and Operations;
- Working knowledge of data analysis and performance/operation metrics;
- Working knowledge of IT/Business infrastructure and MS Office;
- Aptitude in decision-making and problem solving;
- Take-Charge persona who can overcome resistance to leadership and take unpopular stands when necessary.

Graduation from a college of recognized standing with major in Business Administration or relevant field.

Considerable (10+ years) experience employed as a Chief Officer or relevant role in a large agency responsible for operations; extensive experience in writing policy documents; widespread experience and exposure to industry standards and services with emphasis on the development of transit advancement.

OR: any combination of education and experience that shall be equivalent to the above education and experience.

**Independent Action:**

This position has a wide latitude to exercise initiative and independent judgment.

**Supervisory Responsibility:**

This position reports directly to the Chief Executive Officer, and supervises Operations and Security, Fixed Route Transportation, Paratransit Transportation, Maintenance and Inventory Operations.