

RHODE ISLAND PUBLIC TRANSIT AUTHORITY

POSITION DESCRIPTION

Job Title: Senior Executive Officer

Date: April 2021

Department: Executive Officer

Reports to: Chief Executive Officer

Summary of Position:

The successful applicant for this highly visible position must be able to work independently with minimal direction to manage and coordinate the daily administrative operations in the Executive Office of the Rhode Island Public Transit Authority. To serve as primary contact for RIPTA's policy initiatives and policy related issues; additionally, this administrative position may perform duties as assigned by the RIPTA Board of Directors. Must be able to manage and prioritize work to meet deadlines; must possess excellent verbal and written communication skills to ensure timely and accurate delivery of critical and confidential information; provides a variety of administrative/general office support and direction including delegation of work to RIPTA staff.

Essential Duties and Responsibilities:

- Responsible for all professional administrative duties for the Chief Executive Officer of RIPTA;
- Serves as Authority Board liaison, scheduling all meetings/retreats and preparing all informational packages for the meetings including, but not limited to: monthly Board of Directors; Executive Committee and Joint Pension Board meetings and Financial Committee, Strategic Planning Committee and Management Committee meetings;
- Responsible for talking notes and composing minutes for all Board of Directors, Executive and Joint Pension Board meetings and Finance Committee, Strategic Planning Committee and Management Committee meetings;
- Assembles and distributes the monthly CEO's report and other reports requested by the CEO and Board of Directors. Assists in the due diligence and reporting required for requests submitted under the Freedom of Information Act;
- Following Authority Board, Subcommittee and Staff meetings, composes follow-up/action item reminders for Authority Board members and Senior Staff;
- Filing Coordinator for the Secretary of State; Posts notices of all public hearings and Authority meetings including, monthly Board and Sub-Committee meetings; Posts Annual Authority meeting calendar and amends as needed; Posts minutes of all Authority meetings and maintains records of public filings;
- May serve as the CEO's representative to both internal and external constituents;
- Coordinates all travel arrangements for RIPTA employees traveling on behalf of Senior Staff;
- Handles all customer service complaint calls requiring senior management intervention with tact and sound judgment using keen problem solving skills to ensure that policies and procedures are adhered to while leaving the complainant satisfied;
- To measure the effectiveness of and administrate policies ensuring that RIPTA's policy strategy is aligned with RIPTA's strategic plan;
- To serve as primary contact for RIPTA's policy initiatives and policy related issues;
- To ensure that policies effectively govern and facilitate RIPTA's standard operating rules and procedures; and clearly define expected workplace behavior;

- To work in partnership with RIPTA's training department to plan and organize effective training and education of policies and programs for management staff ensuring compliance, consistency and enforcement;
- Must possess excellent oral and written communication skills;
- Performs other related duties as assigned.

The above duties and responsibilities are not intended to limit specific duties and responsibilities of any particular position, nor are they intended to limit in any way the right of supervisors to assign, direct, and control the work of employees under their supervision.

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:

Must possess outstanding computer skills with demonstrated proficiency in Word, PowerPoint and Excel. Must possess excellent communication skills, both orally and written. Must have the ability to prioritize multiple projects and schedules at a time. Must be able to work flexible hours including evenings and/or weekends when necessary.

Excellent customer service skills including the ability to deal with situations that require a high level of confidentiality and tact are essential. Must be able to interact in a positive manner with both internal and external customers. Customer group will vary depending upon the situation, but may include high-level governmental officials, board members, riding customers, as well as all other constituent groups.

Education:

- Bachelor's Degree in Public Administration or equivalent studies

Experience:

- A minimum of five (5) years' related experience attained in a high-level executive office setting required.
- Previous experience in policy writing and administration.

OR: RIPTA reserves the right to consider any combination of education and experience that shall be substantially equivalent to the above education and experience.

Independent Action:

- Performs within prescribed guidelines in accordance with departmental policies/practices.
- Refers more complex situations to other appropriate individuals.

Supervisory Responsibility:

None