

**King County**Department of Executive Services
Human Resources Management Division

Job Description

Job Title

Transit Division Director (Transit General Manager)

Department/Division

Department of Transportation, Transit Division

Agency Overview

King County Metro Transit is popular locally and admired nationwide for its innovative transit services, pioneering green practices, and visionary approach to meeting the transportation needs of the county's growing population. In a service area of more than 2,000 square miles and 2 million residents, Metro is among the 10 largest transit agencies in the country, with annual ridership of nearly 122 million, 2,500 transit operators and contracts to operate Sound Transit's ST Express Service and Link light rail in King County, and the City of Seattle's Streetcars. Across transportation modes operated by Metro—bus, vanpool, water taxi, and more—ridership has increased 44 percent in the past dozen years, up from 102 million in 2003. Metro Transit bus ridership alone has increased 29 percent since 2003. Seattle now ranks as the second most bus-reliant major U.S. city, after San Francisco.

Job Summary

The Transit General Manager oversees the day-to-day operations for King County Metro Transit. The GM serves as the top decision-maker for the transportation authority, reporting to the Director of the Department of Transportation. The GM works with staff and the DOT Director, the County Executive and the King County Council, where applicable, to manage all areas of the transit system. The GM is also responsible for direct marketing, customer service, policy development and analysis and planning. The successful candidate is appointed by the Director of the Department of Transportation, in consultation with the County Executive; the appointment is contingent to Council confirmation.

Responsibilities include, but are not limited to, the following:

- Direct and manage a large and complex multi-modal operation, a Deputy General Manager and ten section managers who are responsible for planning and service development, design and construction, bus operations, vehicle maintenance, power and facilities, safety, security, budget, paratransit/rideshare operations, management information and transit technology, sales and customer services, and the implementation and maintenance of a new light rail operation through an inter-local contract.



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- Manage and direct the use of agency financial resources within the adopted budget and available spending authority to deliver the transportation program.
- Provide strategic and operating direction to meet adopted Executive and Council policy.
- Establish goals, objectives, policies, programs, and services to meet the transportation needs of the public. Develop creative programs, services, and technologies to improve the provision and use of transit service locally and nationwide.
- Represent King County in the advice of, negotiation and consultation with, external parties regarding public transit issues that include local, regional, state, and federal jurisdictions and their elected officials and staff, private business leaders/partners, port authorities and school districts. Communicate with citizen and community groups and the media to respond to inquiries, provide information and develop and implement plans. Serve as a board member, committee chair and/or officer for various state and national transit associations that help to shape state and national transit legislation, advocating for funding and support of transit programs.
- Work with the department director, department senior management team, county executive and his staff, council members and their staff to provide policy, program, service and budget recommendations and information, respond to inquiries, and develop strategies for effectively and efficiently meeting the public transportation needs of King County citizens.
- Under the direction of the Department Director, participate as a member of the Department of Transportation senior management team to develop and respond to the strategic direction of the department, respond to department-wide information requests from the Executive Office and Council, and advise on key political and financial matters affecting the department.
- Direct the development of goals and strategies for managing relationships with representatives of five major bargaining units including ATU Local 587 (the single largest labor union in county government), IBEW Local 77, IFPTE Local 17 and the TEA; direct the negotiation of labor contracts and recommend final negotiated labor agreements to the Executive and Council for ratification; advise and collaborate with human resources and prosecuting attorney's office staff to resolve broad labor/contract issues affecting county government.



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- Develop and manage a large, complex division operating and capital budget; ensure that the budget meets the policy and strategic direction provided by the Executive and Council; ensure that funds are spent in an efficient and effective manner that best meets the needs of the public and responds to projected and actual revenue and staffing levels.
- Develop relationships with transportation providers in the region in order to cultivate working relationships that will foster communication and provide avenues for problem solving with industry related issues.

Qualifications

- Increasingly responsible experience in transportation system planning, capital management, operations, multi-modal maintenance.
- Increasingly responsible experience in managing people, including experience with unions and labor contracts.
- Increasingly responsible experience establishing and managing budgets and financial plans for large public service providers and capital projects.
- Increasingly responsible experience in public sector management or administration with an understanding of operation within a large bureaucracy and political environment.
- Experience in managing competing community-based and political interests where far-reaching political implications may conflict with budgetary constraints.
- Experience in developing programs that meet both budgetary and political demands in a way that averts criticism and maintains the integrity of the division.
- A working knowledge and ability to oversee the management of major programs in the division, the daily operational needs, and the external forces that impact transit service delivery.
- Understanding of the regional position and arterial issues impacting the division.
- Strong managerial skills with the ability to oversee budgetary decisions as well as make sound decisions from a technical point of view.
- Knowledge of and the ability to coordinate technology and transportation planning.
- Knowledge of labor-management relationships and decision-making regarding long-term impacts of balancing affordability and productivity.
- The ability to provide the division with progressive and visionary leadership necessary to anticipate the long-term business needs five to ten years in the future for the region and develop the strategic plans required to achieve division and county goals.
- A demonstrated ability to effectively lead in an environment that changes regularly.
- The skill to facilitate the transformation of the internal organization necessary to meet the challenges of being the recognized leader and provider of transit services in the region.
- Ability to analyze and anticipate problems and provide proactive and results-oriented solutions that meet critical business needs of the division and within King County.



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- Ability to develop clearly defined strategies based on a thorough analysis of regional, county, and division business needs and to lay out an action plan to achieve them.
- Demonstrated ability to cultivate working relationships other regional transportation providers that will foster communication and provide avenues for problem-solving.
- Ability to respond to situations that receive media attention and the experience to function as the key spokesperson in communicating the division position with a variety of audiences that include the county council and the media.
- The demonstrated ability to effectively build a strong and cohesive team where employees are empowered to meet business objectives and transit service requirements within the region.
- The ability to effectively listen and communicate verbally and in writing to a variety of diverse audiences.
- Ability to testify in the legislature on issues that impact the work and direction of the division.