



GENERAL MANAGER

DIVISION: Executive

Exempt

REPORTS TO: Board of Directors

Non-Represented

JOB SUMMARY:

Responsible and accountable for the leadership, management, and administration of Whatcom Transportation Authority (WTA). Responsible for accomplishing WTA's mission and vision, as established by the Board of Directors.

SUPERVISES:

Finance Director; Fleet and Facilities Director; Human Resources Director; Operations Director; Planning Director; Marketing and Community Relations Manager; Executive Assistant II.

ESSENTIAL JOB FUNCTIONS:

1. Develops goals, objectives, and policy initiatives to accomplish WTA's mission and vision, and presents them to the Board of Directors for their discussion and approval. Communicates actively with the Board and carries out their direction and mandates.
2. Provides organizational leadership and management to achieve cost-effective, high-quality public transportation service delivery.
3. Manages senior staff. This includes mentoring, monitoring goals and progress, ensuring staff training and development, and conducting employee performance evaluations.
4. Represents WTA to local, state, and federal agencies and other organizations. Provides professional consultation regarding public transportation programs and services. Maintains relationships with local officials and their staffs to plan and coordinate services.
5. With assistance of legal counsel, acts as final arbiter in interpreting legislation and regulations that govern WTA.
6. Certifies and assures WTA's compliance with all FTA programs including WTA's Transit Asset Management (TAM) plan and Safety Management System (SMS) plan.
7. Represents and advocates for WTA in a variety of settings, including with public officials and other stakeholders. Makes requests to legislative committees and testifies regarding the impacts of proposed legislation on public transportation.

GENERAL MANAGER

8. Represents WTA at public meetings, community events, conferences, and with professional transit associations. Remains current regarding challenges, trends, and issues facing public transportation.
9. Interacts effectively with the general public and is personally accessible and responsive when appropriate.

ADDITIONAL JOB FUNCTIONS:

1. Performs other activities required to accomplish WTA's mission, as defined by the Board of Directors.

QUALIFICATIONS:

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

Ability to:

- Read, analyze, and interpret complex documents, including legislation and contracts.
- Respond effectively to sensitive inquiries or complaints.
- Demonstrate strong listening skills, including with the general public and all levels of the organization.
- Write effective correspondence, speeches, and articles.
- Make effective and persuasive public presentations on controversial or complex topics.
- Work with mathematical concepts such as probability and statistics.
- Apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Analyze and interpret financial reports, budget documents and operational data.
- Lead employees in the successful fulfillment of WTA's mission and vision.
- Exemplify and model professional conduct and to maintain positive, effective working relationships.
- Define, gain support for, and hold employees accountable to high standards of performance.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Exercise good judgment in decision-making, based on complex, limited or conflicting information.

GENERAL MANAGER

- Interpret complex information furnished in written, oral, diagram or schedule form.

WORKING CONDITIONS, TOOLS, AND EQUIPMENT:

Duties performed primarily in an office environment. Some travel required. Typical office equipment used to accomplish job tasks include computer, printer, fax machine, photocopier, calculator, and telephone.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in job-related field of study from an accredited four-year college or university required. Graduate degree in business, public administration, or related field preferred.
- Five years of management experience in a public, unionized, ground-transportation (passenger) agency required, so as to have acquired a thorough knowledge of all aspects of public transportation service delivery.
- An equivalent combination of education and experience sufficient to perform the essential functions of the job will be considered.

LICENSES AND CERTIFICATES:

- Valid Washington State driver's license at time of hire and ability to maintain licensing during length of employment.
- Acceptable driving record (in accordance with WTA's Establishing General Driver's License Requirements) and must submit a five year driving abstract.
- Must pass a comprehensive background check (in accordance with RCW 43.43.830 through 43.43.840, Child / Adult Abuse Information Act).

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly sit, talk, and use hands.
- Frequently stand and walk.
- Occasionally reach with hands and arms, stoop, kneel, crouch or crawl, and lift or move up to 30 pounds.

GENERAL MANAGER

- Specific vision abilities include close vision, distance vision, peripheral vision, and ability to adjust focus.
- Ability to drive staff vehicles (automobiles or vans).
- Communicate (hearing, speaking, and writing)

SPECIAL REQUIREMENTS:

All offers of employment are contingent upon passing a background check and credit check.

Participation in the WTA's Drug and Alcohol Abuse Prevention Program, including drug and alcohol testing, is a condition of hire and requirement of employment.

Revised: Sept 2013
Feb 2020

Reviewed by:

General Manager

Human Resources Director

Approved by:

WTA Board of Directors Chairperson