

**Joint Board Special Meeting
February 14, 2019**

Action: Approve ORCA Director Job Description and Recruitment

Purpose: To allow Sound Transit, on behalf of the ORCA agencies, to recruit for the position of the Regional Fare Systems Director referred to as the ORCA Director.

The attached description will be used by Sound Transit to recruit candidates for the ORCA Director. Michael Harbour, Sound Transit's Deputy Executive Director and Joint Board representative, will serve as the hiring authority. A panel consisting of the Joint Board Chair, Vice Chair and a third Joint Board member will participate in the hiring process and recommend the finalist to the Joint Board for approval.

Recommendation: The ORCA Steering Committee recommends approval of the ORCA Director Job Description.

REGIONAL FARE SYSTEMS DIRECTOR

GENERAL PURPOSE:

Under executive direction of the ORCA Joint Board, the Regional Fare Systems Director will manage, direct, and administer all aspects of the centralized regional fare collection program known as the ORCA System on behalf of the seven ORCA transportation agencies. The Director will take appropriate action and make decisions and coordinate regional decisions required to implement and maintain the ORCA System consistent with the direction of the ORCA Joint Board and in alignment with the ORCA System Interlocal Agreement. The Director will develop and oversee the Regional ORCA Operations Team, and its' Service Level Agreements with the ORCA Regional Service Providers and with the ORCA agencies.

The Director will be a Sound Transit employee subject to the ST personnel policies and procedures but is considered a "regional" employee, reporting to the ORCA Joint Board and responsible for overseeing a team of employees working on regional fare system projects on behalf of the ORCA agencies.

ESSENTIAL FUNCTIONS:

The following duties are a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Directs and manages all designated centralized operations, project delivery and contract management of the ORCA System including implementation, operations, maintenance and future planning on behalf of the seven ORCA agencies.
- Plans, directs, coordinates, and reviews the work of the Regional ORCA Operations Team responsible for communications, operations, maintenance, and system security of the regional fare collection system.
- Develops, negotiates, and is accountable for Service Level Agreements between the Regional ORCA Operations Team, the ORCA agencies and the Regional Service Providers in alignment with the regional and ORCA agencies' needs.
- Establishes and maintains effective working relationships at various levels of the ORCA agencies.
- Develops, administers, manages and regularly reports on the division's annual budget; makes recommendations and forecasts for future funds needed for staffing, equipment, materials, and supplies; reviews and approves division expenditures and implements adjustments.
- Recommends and manages a regional program budget, regional billing and payment processing, and provides budget reporting to the Joint Board and to the agencies.
- Develops regional policies and procedures for fare collection and related activities, including development and maintenance of business rules, policy/procedure and guideline in coordination with the ORCA agencies and as directed by the Joint Board.
- Develops and maintains regionally coordinated public disclosure processes, establishes data retention, privacy and records archival policies and processes; and coordinates regional response, as needed, to public requests for information; oversees development of public communication materials.
- Coaches, trains and motivates staff; coordinates and/or provides staff training; and manages employee relations; manages the workflow and prioritization of projects and measures the performance of the division and all related staff and takes appropriate corrective action when necessary; provides advice and counsel to staff; develops developmental work plans for staff; implements or recommends corrective actions, discipline and termination procedures as appropriate/necessary.
- Provides support to the ORCA Joint Board on matters as directed, serves as staff on a variety of boards, commissions, and committees; prepares and presents reports and other necessary correspondence; attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields related to area of assignment; incorporates new developments as appropriate; ensures processes, policies and practices are interpreted and applied consistently and effectively; ensures accountability and compliance with all current and applicable state and federal laws, agency policies and procedures, rules and regulations.

- It is the responsibility of all employees to follow the agency safety rules, regulations, and procedures pertaining to their assigned duties and responsibilities, which could include systems, operations, and/or other employees.
- It is the responsibility of all employees to integrate safety, sustainability, and social equity into everyday business practices.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Experience managing complex systems preferably including multiple-agency projects. Experience as an effective communicator and leader in a complex organization. Public sector or fare collection system experience is desirable.

Bachelors Degree in business administration, public administration/public policy, business administration, information systems, communications or closely related field and six years of experience performing the full realm of responsibility in program/project management and policy development; preferably in transit-related or fare systems projects; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

Valid state driver's license.

Required Knowledge of:

- Current technology and trends.
- Strategic planning and implementation.
- Advanced principles and practices of program development, management, and administration.
- Organization, management of a complex technology program.
- Developing, monitoring, and managing project/program budgets, work schedules, and status reports.
- Ensuring appropriate policies are developed, published, and executed.
- Planning, organizing, and directing the work of project consultants, contractors, and staff.
- Advanced principles and practices of program development and administration.
- Principles of business letter writing and basic report preparation.
- Project management techniques and principles.
- English usage, spelling, grammar, and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations.
- Modern office procedures, methods, and equipment including computers and computer applications such as word processing, spreadsheets, and statistical databases.

Required Skill in:

- Utilizing personal computer software programs affecting assigned work and in compiling and preparing spreadsheets and reports.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Interpreting and administering policies and procedures sufficient to administer, discuss, resolve, and explain them to staff and other constituencies.
- Monitoring and adhering to contract terms and conditions, equipment specifications, and technical functions.
- Managing a complex project or multiple small projects concurrently.
- Using the full complement of project management and professional management tools and techniques as well as technical concepts to effectively plan a project, solve complex problems, and manage projects in creative and effective ways.
- Working with multiple stakeholders.
- Applying strong interpersonal techniques and demonstrating a consistent commitment and ability to work with diverse work groups and individuals.

- Applying appropriate oral and written communication techniques to various individuals ranging from agency employees, the general public, elected officials, community leaders, and local, state, and federal agencies.
- Writing policies, procedures and completing policy analysis.
- Preparing and analyzing complex data and comprehensive reports.
- Working cooperatively with other departments, agency officials, and outside agencies.

Physical Demands / Work Environment:

- Work is performed in a standard office environment.
- Subject to standing, walking, bending, reaching, stooping, and lifting of objects up to 25 pounds.
- Sound Transit promotes a safe and healthy work environment and provides appropriate safety and equipment training for all personnel as required.

Sound Transit is an equal employment opportunity employer. No person is unlawfully excluded from employment action based on race, color, religion, national origin, sex (including gender identity, sexual orientation and pregnancy), age, genetic information, disability, veteran status or other protected class.