

**Intercity Transit**  
**JOB TITLE: Executive Services Director**

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
<b>E</b>	<b>8</b>	<b>1</b>
<b>DEPARTMENT:</b> Executive	<b>DIVISION:</b> Executive	<b>FLSA STATUS:</b> Exempt
<b>SUPERVISION RECEIVED FROM:</b> General Manager	<b>SUPERVISION EXERCISED OVER:</b> Executive Assistant Training Coordinator	<b>PAY GRADE:</b> E81
<p><b>SUMMARY:</b> Plans, organizes and directs services and programs related to the Executive Department and the Board to include serving as the Clerk to the Board, the Public Hearings Officer, Public Records Officer and coordinating a Citizen Advisory Group. Serves as the acting General Manager in his/her absence. Incumbent is responsible for organizational development, training, employee recognition, overseeing political processes, serving as a liaison with legislative and jurisdictional representatives, and community involvement.</p>		
<p><b>DISTINGUISHING CHARACTERISTICS:</b> As a Department Head, is held responsible and accountable for providing strategic planning, direction, goals and objectives in developing departmental policy, budgets, operation and staffing. The Executive Services Director reports directly to the General Manager and serves as a member of the Senior Management Team. As a Director, is responsible for administering programs and services impacting Intercity Transit.</p>		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring that employees follow policies and procedures; and, making hiring, termination, and disciplinary decisions and recommendations.	Daily 5% (B2)
2.	Coordinates the work of the Executive Department with other departments; and coordinates departmental activities with outside agencies.	Daily 5% (E8)
3.	Develops policies, guidelines, procedures and controls to ensure efficient and effective department activities, and efficient and effective operation and implementation of assigned programs and objectives.	Daily 5% (E8)

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4.	Manages Authority Board of Directors and Citizen Advisory Committee communications and support. Coordinates and develops communication methods to ITA and CAC. Directs the preparation, maintenance, and distribution of weekly packets, newsletters, reports, records, statistics, and other materials for volunteers. Writes press releases regarding volunteers. Serves as Public Hearing Officer and Clerk to the Board to ensure requirements of Open Meetings Act and all applicable Federal, State, and Local legal requirements are met. Interfaces with various departments to ensure Board materials are submitted timely and accurately. Facilitates ad hoc volunteer committee meetings. Oversees General Manager annual performance evaluation process.	Daily 10% (D6)
5.	Serves as a single source for reviewing, editing and rewriting for agency policies, procedures, and tasks. Reviews revisions to current approved policies. Assigns distribution of approved policies to Executive Staff.	Monthly 5% (B2)
6.	Plans and directs the Agency's organizational development program to include leadership training, visioning, team development, employee recognition, facilitation, and cultural and behavioral training. Reviews Agency performance and recommends improvements, deletions, and other plans of implementation to meet the goals and objectives of the program.	Daily 15% (E8)
7.	Serves as the General Manager during his/her absences from the office, which includes, but is not limited to: participating in terminations, representing the Agency at external meetings, serving as media spokesperson, handling public inquiries and complaints, providing reports to Board, and giving direction to staff.	As Required 10% (E8)
8.	Serves as a member of the Senior Management Team and participates in Agency policy development; assures departmental conformance to the Agency's vision, goals, objectives, and standards.	Weekly 5% (E8)
9.	Attends, chairs and conducts a variety of meetings with the Agency; serves on committees as requested; represents the Agency and gives oral presentations at meetings, conferences and other events. Directs Agency events; oversees planning process.	Weekly 10% NB
10.	Prepares and develops annual department budget; monitors and approves expenditures in accordance with Agency policies and principles of sound fiscal management.	Weekly 5% (E8)

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11	Directs the preparation, maintenance and distribution of records, reports, contracts, statistics and other materials for Agency use and for Local, State and Federal agencies as required.	Monthly 5% (D6)
12.	Oversees efforts to develop an organizational succession plan; assists departments in implementing training programs to help prepare employees for advancement.	As required (C4)
13.	Develops Agency resolutions for Board approval. Directs the maintenance and distribution of legal documents. Plans and organizes special elections, initiatives, boundary changes, and those issues regulated by Federal, State, and Local laws. Oversees the hearing process. Directs the preparation of legal notifications and invitations for participation. Serves as the Agency's Records Retention Officer.	Monthly 10% (C4)
14.	Serves as the Agency's Public Records Officer, receiving and ensuring requests for public information conform with the state Public Records Act and similar laws. Coordinate with the public, legal counsels, and other organizations (i.e. law enforcement, courts) to meet requirements.	Weekly 10% (C4)
15.	Represents Agency at local, state and national level on transit issues.	Quarterly 5% (E8)
16.	Performs other duties of a similar nature or level.	As Required
17.	Must meet regular time and attendance standards.	Always

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**Knowledge** (position requirements at entry):

Knowledge of:

- Management principles and practices;
- Union contracts and labor agreements;
- Organizational development practices;
- Learning styles and techniques;
- Total quality management principles;
- Performance management practices;
- Legislative issues, committee structures, and applicable processes;
- Media principles;
- Graphic and newsletter design;
- Applicable Federal, State (RCW's), and Local laws, rules, and regulations;
- Conflict resolution techniques.

**Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations;
- Interpreting legislative bills;
- Facilitating meetings and training sessions;
- Planning events;
- Developing and implementing projects;
- Drafting policies and procedures;
- Maintaining records;
- Developing contracts, RFPs, and RFQs;
- Preparing, conducting, and compiling survey data;
- Handling multiple tasks simultaneously;
- Developing and controlling budgets;
- Writing reports and business correspondence;
- Presenting information and responding to questions from groups of managers, clients, customers, and the general public;
- Dealing with several abstract and concrete variables;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, elected officials, and the general public sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

Bachelor's Degree in Public Administration, General Business Administration, Transportation or a related field and seven years of related progressively responsible supervisory/management level experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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**Licensing Requirements** (position requirements at entry):

- Washington Driver's License.

Must submit to criminal background check the results of which must meet hiring standards.

**Physical Requirements:**

Positions in this class typically require: talking, hearing, and seeing.

Sedentary Work: Exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 8/16/11; CDiRito

Revised: 9/16/2011 Comp Class Review: HR