

# GENERAL MANAGER/ CHIEF EXECUTIVE OFFICER

OLYMPIA, WASHINGTON



INTERcity  
TRANSIT



## WHY APPLY?

This is a great opportunity to lead a well-managed transit agency with a united Board of Directors. Intercity Transit has a strong team of dedicated employees serving a vibrant and diverse population in beautiful Thurston County. The agency enjoys a reputation for having an excellent working relationship between staff and the community, with a vision to be a leading transit system in the country, recognized for having well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all citizens of Thurston County. If you are looking for a challenging and rewarding career opportunity with a family-oriented organization, this might be the right opportunity for you.

Intercity Transit has a 20-member Community Advisory Committee (CAC) that advises on issues such as services, facilities, and customer issues. CAC members include broad representation of the diverse community we serve, including seniors, students, business owners, people with disabilities, and others.



## COMMUNITY AND REGION

Olympia, Washington in the beautiful Pacific Northwest, is both the state capital and county seat. Olympia is 50 miles south of Seattle and is just hours away from Pacific Ocean beaches, Mount Rainier, the Olympic Mountains, and Victoria, British Columbia.

Olympia is located at the base of Puget Sound and residents enjoy access to many national and state parks. The area offers numerous outdoor activities, robust arts and cultural events, and a strong and diverse local economy.

Intercity Transit is an innovative, growing, and nationally recognized large urban transit system based in Olympia, Washington. We are a voter approved municipal corporation and are governed by an Authority Board that consists of elected officials, community representatives and a non-voting labor representative.

Our mission is to provide and promote transportation choices that support an accessible, sustainable, livable, healthy, and prosperous community.

We provide zero-fare public transportation that includes fixed route transit and ADA paratransit services. We also provide vanpool service to individuals who live and work in the greater Olympia, Lacey, Tumwater, and Yelm communities.

Our service area covers approximately 100 miles and has a population of 200,000 residents.

Intercity Transit connects to several other transit providers including Grays Harbor Transit, King County Metro, Mason Transit, Pierce Transit and Sound Transit. We also connect to Amtrak, FlixBus and Greyhound networks.



## AN EXCITING TIME TO JOIN INTERCITY TRANSIT

Intercity Transit is a leader, major advocate, and prime source of information for public transportation in Thurston County.

Intercity Transit's ambitious short- and long-range plans includes expanding service to underserved populations, developing bus rapid transit, leveraging Intercity Transit's Zero-fare demonstration project to increase ridership and remove transportation barriers for the entire community, and reducing emissions by expanding the use of hybrid and zero emission vehicles.

We believe public transportation is vital to the quality of life and economic vitality of Thurston County. We are passionate about providing excellent service and are committed to maintaining our reputation as an employer of choice in Thurston County.

We have just completed moving to our new state-of-the-art building. The next phase of this project will be a significant renovation of our Maintenance building.

## LEADERSHIP

The General Manager/CEO champions Intercity Transit's mission and vision and partners with the community to develop and maintain a robust transit system that meets the diverse needs of its customers and community partners.

This position provides vision, operational, and administrative leadership to ensure effective strategic planning and service delivery.

In collaboration with the Authority Board, Community Advisory Committee, local community leaders and the legislature, the position works to remove transportation barriers, expand service delivery and meet the unique needs of the public.

The General Manager is a community builder and a champion of public transportation, responsible for the agency's \$182 million budget and 481 full-time employees.

They build trust and strategic relationships, advocate for the agency's dedicated staff and foster an inclusive environment where every employee has the skills and resources to succeed.

Our ideal candidate has a bachelor's degree in public administration, business, transportation planning or related field and 10 years of progressively responsible management-level transportation experience; or an equivalent combination of education and experience.



## ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

- Executive level communication skills including political acumen and diplomacy.
- Best practices in management principles.
- Transit operations, laws and regulations pertaining to transit.
- Labor contracts and employment laws.
- Local economy and transportation infrastructure.
- Federal and state laws pertaining to public transportation.
- Establishing trust and building relationships, which includes representing the agency to legislators, civic groups, regulatory agencies, and other jurisdictions.
- Visionary leadership that fosters innovation and creativity.
- Developing strategic plans, agency goals and objectives.
- Collaborative decision-making providing leadership and inspiration to agency staff.
- Actively support diversity, equity and inclusion in the operation and administration of the agency.
- Building a culture of inclusion where staff are empowered to be creative and innovative.
- Procurement/contract policies and best practices.
- Budget management and development principles and best practices.
- Proven ability to deliver results.
- Active role in National and Regional transit organizations and in regional leadership.



## SUCCESS FACTORS

### A successful GM/CEO at Intercity Transit will:

- Lead by example and operate at the highest level of integrity while building trusting relationships with employees, labor partners, elected officials at all levels of government, industry associations and advocacy organizations.
- Be an experienced public servant with strong sense of ethic and practice sound fiscal responsibility with public funds.
- Provide leadership in maintaining a welcoming work environment that encourages a culture of inclusion, continuous improvement, performance management, communication, accountability, and collaborative problem solving.
- Embrace a shared executive leadership model while modeling a healthy work life balance.
- Build relationships with community-based organizations, local businesses, educational institutions, and other community stakeholders to strengthen Intercity Transit's community presence and understanding of its service.
- Provide strategic direction for the agency with an ability to inspire employees to embrace a long-term vision.
- Be bold and innovative – embrace new technology, explore new ideas, engage in non-traditional transit opportunities, and not be afraid to make tough decisions.

## EXAMPLES OF DUTIES

- Provide leadership, vision, and effective management for fixed route, paratransit, operational, and administrative services.
- Establishes strategic goals and innovative solutions.
- Ensure objectives are met in alignment with the Authority Board direct on, legal requirements, and agency mission, and Strategic Plan 2023-2028.
- Build support for funding and transit programs by building relationships and collaborating with elected officials and staff, local businesses, the media, and organized labor.
- Effectively coordinate with other jurisdictions including Federal Transit Administration, WSDOT, and the Cities of Olympia, Lacey, Tumwater, and Yelm.
- Provide the Authority Board with detailed information and data-driven recommendations concerning agency operations, services and activities.
- Develop agency's annual legislative program.
- Represent the agency and the Authority before local, regional, state, and federal agencies and other interested parties providing information and professional consultation on matters pertaining to programs and services of the Agency.
- Chair and conduct a variety of meetings; serve on committees; make effective presentations at meetings, conferences and other events.
- Create an inclusive, organizational culture that empowers and engages staff, encourages innovation, and instills trust.
- Provide leadership in human resources policies and initiatives, including the negotiation of collective bargaining agreements.

**Candidates are encouraged to apply before the first screening on September 18, 2023.**

Finalists for this position will participate in interviews, Authority Board and staff engagement opportunities, and be subject to a background check.

## COMPENSATION AND BENEFITS

- \$188,000 - \$220,000, annually.
- Comprehensive medical, dental, vision and benefits.
- Retirement contributions to Washington State Public Employees' Retirement System (PERS).
- Generous vacation and sick leave along with observed floating holiday leave.
- Deferred compensation options with a 6.2% employer match.
- Employee Assistance Program.
- Teleworking and flexible schedule options.
- Educational benefits.
- Alternate transportation incentives – for employees using alternate options to travel to and from work such transit, cycling, carpooling/vanpooling, and walking.

**TO APPLY**

**Apply online:** [intercitytransit.com/employment](https://intercitytransit.com/employment)

**More info:** Alana Neal, HR Manager | [ANeal@intercitytransit.com](mailto:ANeal@intercitytransit.com)

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