

Let's Go, Triangle!

Triangle Transit is now



Triangle

### **Chief Operating Officer (COO)**

The Chief Operating Officer is an executive level position, reporting to the General Manager and provides leadership and direction for GoTriangle's internal operations to optimize organizational effectiveness. The position is expected to identify and implement new approaches and technologies to improve customer service, performance, safety, and teamwork on a continuous basis. The position shall exemplify and set the tone for continuous improvement throughout the organization and assure cost-effective use of available resources.

#### **Responsibilities Include (but not limited to):**

- Providing operational oversight and direction for GoTriangle's transit operations and services, including bus, ADA paratransit and specialized services operations and maintenance contracts.
- Providing oversight and direction for GoTriangle's system, service, and operational planning functions.
- Providing oversight of GoTriangle's vehicle and facility maintenance, and overseeing a state of good repair for specified areas of responsibility.
- Participating in capital project planning processes to assist in evaluating operational functionality and recommending enhancements for operational effectiveness.
- Overseeing GoTriangle's strategic performance management, including updates to the Strategic Plan, annual Business Plan, and ongoing monitoring and reporting of performance on Key Performance Indicators.
- Monitoring transit service and identifying opportunities for improvements/efficiencies; developing and implementing change initiatives.
- Developing and monitoring objectives, policy and procedure for the Transit Operations, Planning, and other divisions assigned by the General Manager.
- Monitoring departmental performance measures.
- As requested by the General Manager, representing GoTriangle before local, regional, state and federal government agencies, boards, commissions and conferences.
- Working with the Chief Financial Officer, providing input into the development of GoTriangle's operating and capital budgets.
- Establishing and maintaining effective communications with the Board of Trustees, City/Town Councils and other federal, state, regional and local agencies, boards, and commissions.
- Monitoring, tracking and working to improve project delivery.
- Performing other related duties as assigned.

The ideal candidate should have a Bachelor's Degree from an accredited four year college in a technical discipline, such as Business Administration, Public Administration, or Planning. The candidate is required to have ten years of directly relevant experience in a multi-modal public transportation system, which included planning, operations, and management, as well as a minimum of five years of supervisory experience. Strong leadership skills and a capacity to lead multi-discipline teams in the delivery of complex projects should be demonstrated. The candidate should have the ability to work independently on multiple program objectives. Interpersonal skills are required to effectively communicate with government officials, staff, and the general public. A thorough understanding of planning, implementing, and organizing regional public transportation is essential to the role. The candidate should be able to effectively use Microsoft Office Packages. Salary range is TBD and a comprehensive benefits package is offered.

Qualified applicants can email cover letter and resume to [jobs@gotriangle.org](mailto:jobs@gotriangle.org).  
No phone calls or 3<sup>rd</sup> party solicitations, please. EOE.