



Title: Chief of Staff

FLSA Status: EXEMPT

BRIEF DESCRIPTION:

Under general direction, from the General Manager/CEO, the Chief of Staff assists and participates in planning, developing, organizing, and facilitating the activities of the District and may direct the activities of departmental activities and staff as assigned. Leads and/or participates in special projects of strategic importance to SacRT, which may be internally focused with cross-functional impact, externally focused involving community groups and stakeholders. The incumbent also creates and manages the crucial link between external and internal resources by identifying key issues and concerns, and facilitates the development and implementation of key project objectives and resulting process improvements within the District and also identify issues that have short and long term impact on the District.

This classification is an At-Will Executive Management position serving at the discretion of the General Manager/CEO.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Strategic Oversight of Projects: Assist and support the District by providing executive level management oversight and strategic direction to the District’s divisions, assisting with the overall management and administration of program activities and internal operation of SacRT, directs executive leadership project development and facilitates community engagement activities critical to SacRT strategic initiatives. Represent the interests and positions of the District in a wide range of strategic projects intended to ensure the District is continuously improving its community presence, customer service, and employee programs.	
2	S	Business Process Improvement: Develop District-wide process improvement program based on assessment of project and resulting needs and resources. Plan and direct the full range of administrative functions that support the internal process improvements necessary to successfully implement the project. Manage the development and implementation of all District process improvement teams by creating a dynamic group	



		environment that will assist in the identification of crucial issues, Ensure collaborative, productive, and result driven plans.
3	S	Policy Development and Implementation: Provide oversight for the development and implementation of organizational policies that create support for the District and for transit with the public. Develop District policies and standard operating procedures in accordance with direction of the General Manager/CEO. Confer with District management regarding operational and support service activities and programs; direct and interpret District policies and procedures; and ensure governmental and policy regulations are enforced.
4	S	Project Planning: Serve as project manager for a variety of special projects; facilitate project activities and resolve issues; and develop and submit project reports. Analyze and evaluate complex public issues and make recommendations on appropriate District action. Prepare and present reports, data, recommendations, and alternatives to project stakeholders and the public. Review District status reports, identify potential issues, brief the General Manager/CEO on issues and potential resolutions.
5	S	Strategic Communications: Maintain communication with other government agencies to coordinate regional issues and represent the District; and serve as liaison to executive managers, department heads, Board of Directors, and other external agencies. Represent the District's interests and positions before legislative authorities at all levels of government; and recommend policies and procedures. Assist with the development of necessary public relations programs designed to communicate with the general public and community members about District projects including interactions with various internal and external constituencies to promote SacRT interests at the local and regional level.
6	S	Other tasks or departmental activities or functions as assigned.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Four (4) years of college resulting in a Bachelor's degree from an accredited college or university. Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.
Experience	A minimum of ten (10) years of progressively responsible management level experience with strategic planning and program development and analysis for a public or private sector organization specifically where



	assignments have included significant interaction with executives, public officials, and other community organizations. Transit service experience highly desirable.
Supervision	Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Human Collaboration Skills	Final decisions regarding policy development and implementation are made and/or recommended. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.
Freedom to Act	The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.
Technical Skills	Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and /or processes organization-wide. Independent judgment and decision making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Position as district wide fiscal responsibility. Assures that appropriate linkages exist between district-wide budget, funding limitations and service levels, to meet specific departmental and organizational goals. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them. Prepares agency financial statements and budget reports.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	



KNOWLEDGE

- Thorough knowledge of the principles and practices of public relations and communications programs and/or marketing campaign strategies.
- Demonstrated high level interpersonal and communication skills including mediation and conflict resolution skills.
- Well-developed knowledge of local community cultures, leaders, customs and practices through prior involvement in the community.
- Transit operations and maintenance functions.
- State and federal regulations regarding the operation of transit systems and transportation safety.
- Policies, operations, and functions of a regional transit agency.
- Laws, ordinances, and regulations affecting transportation services and equipment maintenance.
- Laws, ordinances, rules, regulations, and codes applicable to public transit.
- Principles of administration and program management.
- Labor Relations principles, practices, laws and regulations.
- Employer/employee relations and provisions as they relate to labor contracts and the need to meet and confer/negotiate.
- District policies, procedures, and functions.
- Budget development and administration.
- Interviewing and negotiations techniques.
- Contract administration procedures.
- Principles of management, supervision and training.

SKILLS

- Advanced word processing, spreadsheet, presentation and database software.
- Specialized software related to functional area.
- Methods and techniques of risk management.
- Proven success in organizational transformation resulting in improved efficiency, effectiveness and in enhancing the value of the organization.
- Achieve results through persuasion and collaboration.



ABILITIES

- Communicate effectively with external organizations and community groups about public transit and the goals/objectives of the District both orally and in writing. Provide oral presentations before large/small groups of people.
- Exercise considerable tact and courtesy in frequent contact with the public.
- Establish and maintain effective working relationships as necessitated by work assignments.
- Maintain complete and accurate records and statistics and to develop meaningful reports from that information.
- Act as project representative.
- Articulate and deliver information both technical and general at community level.
- Ability to quickly assimilate information specific to the project, from both a technical and local perspective.
- An ability to source and filter information for providing or presenting back to the community.
- Demonstrated ability to serve as a liaison at all levels of the community.
- Work with community representatives, management and employee teams to synthesize new ideas and ways of doing our work integrating new technology with new or improved business practices.
- Effectively champion new ideas and ideas that challenge conventional wisdom.
- Project a collaborative orientation, with outstanding diplomacy, analytic and organizational skills.
- Promote teamwork, a positive work environment, and a collaborative problem solving approach with others; Work with the public and other members of the organization in a positive and fair manner.
- Demonstrated event management and time management skills.
- Plan, organize, direct, coordinate, and supervise work and staff engaged in the assigned functional area.
- Serve as an advisor to the General Manager/CEO.
- Negotiate or approve equitable settlements and solutions to grievances and other labor disputes.
- Gather, assemble, analyze, and evaluate customer and public information and make strategic analyses and projections.
- Analyze and resolve a variety of complex administrative issues.
- Resolve sensitive issues raised by the community on District operations.
- Serve on assigned local, regional, and national committees.
- Prepare clear and concise administrative and technical reports.
- Prepare and monitor complex budgets.
- Manage and supervise large numbers of employees and consultants effectively.
- Gather, assemble, analyze, and evaluate facts evidence, data, and other information in order to draw reasonable and fair conclusions and make sound decisions.
- Interpret and apply laws, rules, regulations, and legal precedents impacting the assigned area.
- Analyze and resolve a variety of complex organizational, staffing, and related issues.



- Maintain comprehensive records and reports.
- Establish and maintain adequate cost and schedule controls.
- Analyze a variety of complex operational and administrative problems and develop corrective actions and policies.
- Serve as a technical advisor to the General Manager, EMT, and Board of Directors on a variety of issues.
- Collect and analyze data and prepare comprehensive concise reports, and effectively represent the areas for which responsible to other District divisions, stakeholders, the community and the appropriate governmental bodies.
- Apply laws, rules, regulations and legal precedents impacting the assigned area.
- Analyze and resolve a variety of complex organizational, staffing, and other issues.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “X”-

Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations, observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings
Walking	F	To other departments/offices, around work site
Lifting	O	Supplies, equipment, files
Carrying	O	Supplies, equipment, files
Pushing/Pulling	O	File drawers, equipment, tables and chairs
Reaching	F	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	O	Stairs
Balancing	R	
Vision	F	Reading, computer screen
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, vehicle, calculator, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	R
Fire Hazards	R
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	R
Other (see 1 below)	

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED: None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3) N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.