



**Title: Special Assistant, Office of General Manager/CEO**

FLSA Status: EXEMPT

**BRIEF DESCRIPTION:**

This position is responsible for assisting the General Manager (GM)/CEO by performing the more highly complex and cross-divisional specialized duties, tasks, and responsibilities related to strategic operations of the District associated with specific projects, programs, and initiatives. The Special Assistant will have responsibility for developing and communicating divisional and/or departmental policy for high level projects having broad impact across multiple areas; in this capacity, the incumbent will make policy recommendations that will have District-wide impact in a wide variety of areas such as program enhancements, strategies, and continuous improvement efforts related to the functions of the District necessary to assure accomplishment of the RT’s vision, mission, Strategic Plan, and Strategic Initiatives. Under general direction by the GM/CEO, the Special Assistant will be responsible for planning, developing, organizing, coordinating, facilitating, and directing numerous strategic activities related to the goals, priorities, and objectives of the District.

**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.
--	--	---	--	--

#	Code	Essential Functions
1	S	Support the GM/CEO by providing executive level management oversight and strategic direction to assigned projects, programs, administrative matters, and special assignments. Serve as project manager; facilitate project/program and/or assignment activities and resolve issues timely; be highly responsive and provide outstanding customer service; and develop and submit detailed reports and completed staff work to the GM/CEO, EMT, Board of Directors, internal and external stakeholders, other government/transit agencies, outside consultants, and business partners. Research, analyze, implement, evaluate, and follow up on related policies and procedures. Proactively question, research, and resolve complex and sensitive issues raised by EMT/management staff, and others and work collaboratively with other departments to provide assistance and advice on various matters. Research and analyze findings for departmental implications; make recommendations to the GM/CEO regarding the impacts and potential outcomes of efforts undertaken. Work collaboratively with the EMT, senior management team, various departments and business contacts in the formation, coordination, implementation, and follow up of policies, programs and projects that are developed at the GM/CEO and EMT level. Ensure staff work on various project is completed timely and submitted/routed for review, approval, and/or signature.
2	S	Coordinate the day-to-day operations of the GM/CEO’s office, executive level administrative support and/or other administrative support. Coordinate responses and establish communication to RT employees, Board Members, stakeholders, community leaders and the public, event planning/attendance, workload and project activities, and/or



		changing priorities. Attend, participate in, and/or facilitate various meetings. Monitor, follow up, and research items on the GM/CEO and/or EMT meeting schedule/agenda; prepare and/or review corresponding reports of findings and recommendations. Assist in budget analysis and feasibility studies for the cost of new functions. Prepare and monitor the GM/CEO office’s budget, including monitoring payment requests, balances, planning the annual budget, and managing unexpected variables.
3	S	Respond promptly to Board/constituent/internal and external stakeholder inquiries, requests for information, complaints by gathering information, coordinating with staff or others, and formulating high level responses consistent with the mission, goals, and Strategic Vision of the District.
4	S	Attend meetings during both workday and evenings in the community, including Neighborhood Services Area meetings, neighborhood association meetings, and special meetings in the community. Oversee the preparation and organization of GM/CEO and Board meetings, including the location, equipment, agenda, and participants. Prepare and conduct presentations, including PowerPoint slides and complete talking points, on a variety of strategic initiatives/plans and projects.
5	S	Provide the highest level oversight of all administrative functions associated with the management of the GM/CEO’s office including maintenance of calendars, tracking of incoming and outgoing documents, emails, voicemails, issue papers, correspondence, etc. Oversee and maintain the scheduling of all events, meetings, conferences and numerous calendar items. Proactively arrange representation in lieu of GM/CEO attendance at various meetings/events. Provide evening and weekend support to all GM/CEO inquiries and through various communication methods. Ensure after-hours issues are resolved timely and in accordance with RT’s policies, practices, mission, values, and Strategic Vision.
6	S	Serve as a member of the District on various teams and committees (business community, local, state and federal); represent the EMT in a variety of capacities as assigned. Represent the District at national, state, and local conferences. Consult with Board members/staff, government agencies, the business community, internal and external stakeholders, and private organizations to explore new ideas and resolve issues; establish and maintain an effective system of communications throughout the organization; and perform other related duties as assigned.



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Four (4) years of college resulting in a Bachelor’s degree or equivalent from an accredited college or university in Business Administration, Public Administration or a related field. A Master’s degree in similar disciplines is preferred.</p> <p>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 one (1) year of education.</p>
Experience	<p>A minimum of five (5) years of progressively responsible executive support experience in the planning, developing, organizing, and directing of strategic administrative activities related to the goals, priorities, or objectives of an organization, including two (2) years of supervisory experience. Public sector, transit or transportation experience is preferred.</p>
Supervision	<p>Work requires supervising, training, coaching, and monitoring the performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.</p>
Human Collaboration Skills	<p>Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiations of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact, and the ability to respond to aggressive interpersonal interactions.</p>
Freedom to Act	<p>The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance is reviewed periodically.</p>
Technical Skills	<p>Advanced: 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.</p>
Budget Responsibility	<p>Position has major fiscal responsibility. Is responsible for department-wide financial decisions. Assures that appropriate linkages exist between budget requests and departmental goals and objectives. Monitors a budget plan and adjusts as necessary.</p>
Reading	<p>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.</p>
Math	<p>Advanced: Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, statistics, 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.</p>
Writing	<p>Advanced: Ability to write reports, editorials, journals, speeches, talking points, 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.</p>
Certification & Other Requirements	<p>Project Management Professional Certificate from an accredited program is preferred.</p>



<b>KNOWLEDGE</b>
<ul style="list-style-type: none"><li>• Purpose, organization, policies and programs associated with a local public agency/special district.</li><li>• Thorough knowledge of the principles and practices of public relations and communications programs and/or program/project campaign strategies.</li><li>• Demonstrated high level interpersonal and communication skills including mediation and conflict resolution skills.</li><li>• Administrative procedures to be followed in the management of numerous projects/programs and initiatives.</li><li>• Project management methodologies and application.</li><li>• Office management principles, methods and procedures.</li><li>• Legislative/local government processes and organizations.</li><li>• Local, State and/or Federal budget experience.</li><li>• Well-developed knowledge of local community cultures, leaders, customs and practices through prior involvement in the community.</li><li>• Principles of administration and program management.</li><li>• District policies, procedures, and functions.</li><li>• Budget development and administration.</li><li>• Contract administration procedures.</li><li>• Procurement and contracting principles and practices.</li><li>• Interviewing and negotiation techniques.</li><li>• Principles of management, supervision and training.</li></ul>
<b>SKILLS</b>
<ul style="list-style-type: none"><li>• Advanced word processing, spreadsheet, presentation, and database software.</li><li>• Specialized software related to functional area.</li></ul>



**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 or Lead.
- 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.
- Ability to source and filter information for feeding back to the community.
- Demonstrated ability to liaise with all levels of the community.
- Demonstrated event management and time management skills.
- Plan, organize, direct, coordinate, and supervise work and staff engaged in the assigned functional area.
- Continuously practice good judgement and patience in all interactions
- 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, follow up procedures, and policies.
- Serve as a technical advisor to the GM/CEO and Board of Directors on a variety of issues.
- Collect and analyze data and prepare comprehensive concise reports, and effectively represent the areas which are responsible to other District divisions, stakeholders, the community and the appropriate governmental bodies.
- Promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-				
Sedentary <b>X</b>	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.
--	--	---	--	-----------------------------

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 duties, Communicating with Co-workers and the public
Sitting	C	Desk work, meetings, driving
Walking	F	To other departments/offices, around work site
Lifting	R	Supplies, files, etc.
Carrying	R	Supplies, equipment, files, etc.
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	For supplies, files
Handling	F	Paperwork, files, etc.
Fine Dexterity	F	Using computer keyboard, calculator, etc.
Kneeling	R	Filing in lower drawers
Crouching	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers, retrieving items from lower shelves
Twisting	F	From computer to telephone, getting inside vehicle
Climbing	C	Stairs (no elevator in Finance building)
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving, observing work site
Hearing	C	Communicating via telephone/radio or in person to co-workers and the public
Talking	C	Communicating via telephone/radio or in person to co-workers and the public
Foot Controls	R	Driving
Other (specified if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

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



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-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:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
---	---	---	-----------------------------------

-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.



---

**CLASS HISTORY:**

Adopted: 06/17  
Revised:  
Title Change:  
Maintenance Update:  
Abolished:  
Job Key: 60006102



