



METROWEST REGIONAL TRANSIT AUTHORITY

Public Transportation System

15 Blandin Avenue, Framingham, MA 01702

Ph. (508) 935 2222 ▪ Fax (508) 935 2225 ▪ www.mwrta.com

Position Description

Position Title: Deputy Administrator - Operations

Reports to: Administrator

Summary of Responsibilities:

The Deputy Administrator shall support the MWRTA Administrator in all operating aspects of the Authority. The position requires senior level management experience, and an in-depth understanding of transportation operations. The MWRTA Deputy Administrator serves as the COO and is responsible for oversight of the operations at the Authority, including management of contract and agency staff, transit service, call center, maintenance, and facilities. The Deputy Administrator will have knowledge of, and organizational skills relating to, the overall operations of a public transportation authority. The Deputy Administrator shall act as the agency's Chief of Staff. Duties include, but are not limited to:

- Serves as primary support to the Administrator and acts on behalf of the Administrator in his/her absence
- Serves as Chief Safety/Risk Management Officer and Chief of Staff for the Authority
- Manages and oversees all service and operations contracts
- Assists in overseeing implementation of all policies and procedures related to service delivery
- Ensures ADA and Title VI compliance
- Manages and oversees public complaints/feedback
- Construction project oversight
- Other related duties as assigned by the Administrator

Education, Experience, Knowledge and Skills:

- A four (4) year college degree in business administration, finance, public administration, or closely related field. A master's degree is preferred. Or, in lieu of the degree, the equivalent senior public transit management experience.
- Five (5) to ten (10) years of experience in transportation operations.
- Knowledge, experience, and understanding, of public transportation services.
- Knowledge of the principles and practices of public administration, public procurement, and design and delivery of transportation services for the general public through multiple modes.
- Ability and initiative to make daily operational decisions and to perform highly responsible managerial tasks.
- Ability to interpret a variety of detailed and complex instructions, correspondence, and memos.
- Ability to work independently and as part of an executive team.



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- Ability to make effective public presentations and attend public events on behalf of the Authority, as well as to effectively present information in one-on-one and small group situations.
- Knowledge and experience with modern software systems (i.e. Microsoft Office, Google products, etc.)
- Experience with Grants, Procurement, and Government Audits preferred, but not required.
- Valid Massachusetts driver's license and acceptable driving record.

Compensation

Starting annual salary of \$100,000-\$120,000, commensurate with qualifications, education, and experience. A competitive and attractive benefits package, including health and dental coverage and retirement benefits (pension) through the [City of Framingham's Retirement System](#), is part of the compensation package.