



JOB DESCRIPTION

TITLE: *Deputy Program Officer*

JOB SUMMARY

The Deputy Program Officer reports directly to the Project Connect Program Officer. Part leader, part doer and primary change agent, the Deputy Program Officer requires a unique background of diverse professional experiences allowing the individual to concurrently be a creative thinker, influential collaborator and results driven professional working to enhance the Program's success and mission. The Deputy Program Officer is responsible for assuring that administrative, relationship management, and strategic functions are executed in a timely, consistent, and cohesive fashion. The incumbent will also oversee special projects and initiatives as prioritized and identified by the Project Connect Program Officer. In the Project Connect Program Officer's absence the Deputy Program Officer may also serve as his/her primary designee at meetings, events, and in the conduct of Agency business.

ESSENTIAL DURTIES AND PRIMARY ACCOUNTABILITIES

Note: The essential duties and primary accountabilities below are intended to describe the general content of and requirements of this job and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities may be documented in the incumbent's performance goals and objectives as outlined by supervisor or manager.

- Provide staff assistance to the Project Connect Program Officer relating to program-wide organizational, governance, relationship and transit issues; working closely with Division Heads to carry out the Project Connect Program Officer 's direction.
- Assist the Project Connect Program Officer and leadership manage Program reputation and relationships, aligning external messages with internal priorities.
- May include public, government and community relations management.
- Assist the Project Connect Program Officer in supervision, review of activities and support operations; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods, and procedures.
- Communicate and implement strategies, internally and externally so that all employees, partners, suppliers, and contractors comprehend the strategic plan and how it carries out the overall goals and objectives.
- Assess and monitor performance; work with management to identify improvements and assists with implementing change; meet with staff to identify and resolve problems.
- Drive decision-making creating short-, mid- and long-term improvement goals and objectives.
- Collaborate in the development and implementation of goals, critical business outcomes, policies, procedures, and plans. Evaluate and recommend ways to enhance operational effectiveness, contain costs, and improve efficiencies.
- Participate in internal and external audits as directed by the Project Connect Program Officer.
- Represent the Project Connect Program Officer at meetings; explains policies and activities; negotiate and resolve sensitive and controversial issues; work with representatives from other agencies on programs and projects of mutual concern.
- Work with the Project Connect Program Officer, directors, and managers in planning, organizing, coordinating, implementing strategies and programs affecting assigned areas of responsibility.
- Work with CFO as directed by Project Connect Program Officer to develop, oversee, and implement budgets as needed to align executive strategies with Board and Project Connect Program Officer.
- Act as a resource to increase consistency and cohesion.
- Provide recommendations and feedback on staff and agency-wide performance to the Project Connect Program Officer, directors, and management.

- Meet and correspond with various citizen, professional, business, and other groups to answer questions and secure their help in carrying out various programs.
- Develop solutions to complex challenges. Collaborates with Project Connect Program Officer, Chief Financial Officer, General Counsel, and directors to align work with federal, state and local statutes, ordinances, rules and regulations. Make sound independent decisions in accordance with established policy.
- Communicate and implement safety rules, policies, and procedures in support of the agency's safety vision and goals and maintain accountability for the safety performance of employees.
- Perform other duties as required and/or assigned.

RESPONSIBILITIES - SUPERVISOR AND/OR LEADERSHIP EXERCISED:

Plan, direct, coordinate, and review the work of assigned staff; assign work activities and coordinate schedules, projects, and programs; provide constructive feedback; review and evaluate work and make effective suggestions and recommendations.

Coach, train, and motivate staff; coordinate and/or provide staff training; and manage employee relations; manage the workflow and prioritization of projects and measure the performance of department staff and take appropriate corrective action when necessary; provide advice and counsel to staff; develop developmental work plans for staff; implement or recommend corrective actions, discipline and termination procedures as appropriate/necessary.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in engineering, public administration, business and/or communications.
- A minimum of ten (10) years progressively responsible experience in government or private sector organizations with significant corporate, government and transportation related experience.
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- A Master's Degree is beneficial.

OR

An equivalent combination of education, experience, knowledge, skills, abilities, and other characteristics consistent with the required qualifications for 15 years total required education and experience.

Knowledge, Skills and Abilities:

- Strong collaborative and relationship-building skills required, must be able to establish and maintain effective working relationships with senior staff (internally and externally), policymakers and others who are positioned to help advance major planning projects and initiatives.
- Thorough knowledge of transit and transportation practices, particularly required processes and procedures for major transit investment projects, and knowledge of both bus and rail technologies and programs.
- Knowledge and understanding of federal and other requirements and processes with specific focus on Federal Transit Administration New Starts process and requirements.
- Excellent people and project management skills, including ability to manage both staff and consultant projects and activities.
- Advanced interpersonal skills to effectively and sensitively communicate with all levels of management and non-management employees in a culturally diverse workforce when counseling and instructing staff, interpreting policies and procedures or interacting in meetings.
- Advanced interpersonal skills to effectively and sensitively communicate with politically, economically and culturally diverse stakeholders such as community groups, other governmental entities, vendors and contractors, when explaining technical and/or financial information.
- Knowledge of current best practices of leadership and management.
- Ability to manage and monitor work performance of a department including ability to:
 - evaluate program and work objectives and effectiveness;

- establish broad organizational goals; and
- realign work and staffing assignments.
- Ability to establish and maintain effective working relationships with ATP staff, executive management, peers, community groups, outside agency partners, other governmental officials, the general public and media representatives.
- High level of analytical and creative skills and ability to find creative, imaginative or unique solutions to complex interpersonal, professional, technical, financial, and administrative problems.
- Highly developed oral and written communication and presentation skills. Demonstrated ability to evaluate different alternatives and select or recommend the one that best meets the business and professional need of the situation without regard for personal biases.

Equipment and Applications

Must be proficient in using business and communications software, preferably Microsoft Office 365 which includes Word, Excel, PowerPoint, Outlook, Teams, and/or other modules as needed.

TRAVEL REQUIREMENTS

Minimal travel may be required.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is generally performed in an office environment but requires occasional visits to construction job sites. Job may entail considerable levels of stress as this job works with multiple project timelines and is responsible for managing employees performing work of a complex nature.

Subject to standing, walking, bending, reaching, stooping, and lifting of objects up to 25 pounds; may occasionally be exposed to dangerous machinery, extreme weather conditions, physical harm, hazardous chemicals, and extreme noise when conducting site visits and working in the field.

ATP promotes a safe and healthy work environment and provides appropriate safety and equipment training for all personnel as required.

Reasonable accommodations may be made to enable individuals with disability to perform the essential functions as previously described.