



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**  
**Director, BOCC Operations**

Washington Metropolitan Area Transit Authority (“WMATA”) was formed in 1967 to develop, finance and operate public transportation in the Washington metropolitan area. WMATA’s service area extends throughout a 1,500 square mile area in Maryland, Virginia and the District of Columbia. Today, WMATA operates Metrorail, Metrobus and MetroAccess paratransit services for a total population of four million and is consistently ranked among the top transit agencies by ridership. In 2016, commuters, visitors and other community members made over 179.5 million trips on MetroRail and over 123.5 million trips on MetroBus. More than one-third of the federal government’s workforce chooses WMATA for transportation.

WMATA is governed by a 16-member Board of Directors with eight voting members and eight alternate directors. Maryland, the District of Columbia, Virginia and the federal government each appoint two voting members and two alternates.

WMATA is seeking a Director, BOCC Operations (“Director”). The position reports to the Managing Director Bus Transportation and has management responsibility for the day-to-day activities of the Bus Operations Communication Center (BOCC), the Bus Street Operations and the Bus Video Recovery Operation. The Director develops policies, procedures, communication protocols, business processes and is responsible for staff training, goal setting and performance objectives to ensure efficient bus service delivery. Together with bus division management and administration, s/he implements the plans, schedules, special events and emergency response operations for the BOCC, Street Operations and Video Recovery.

The Director is responsible for establishing, revising and enforcing the BOCC operating rules and regulations to ensure safe and efficient functioning. In the event of an emergency or adverse weather, s/he manages the implementation of contingency plans in order to return to normal operations as quickly as possible. The Director also oversees development programs for the technical systems – including radio control, telephone systems and mobile computing systems. The role will affect the long-range plans for the BOCC by monitoring and analyzing current performance and preparing budgetary and management forecasts and recommendations for increased efficiency. The Director is the departmental representative for the BOCC and is charged with managing a safe, responsive and efficient Bus communication center.

The Director also handles personnel communication, hiring, training, policies, issues, performance management and professional development within the parameters of WMATA policy and collective bargaining agreements. The role requires written and oral presentations as needed and periodic reporting on problems or trends in the department. The successful candidate will have and maintain the technical knowledge required to solve complex operating issues.

The ideal candidate for Director, BOCC Operations will have the following skillset:

## **SKILLS AND ABILITIES:**

- Knowledge of or the ability to quickly learn WMATA's operations, rules, rapid transit plans, procedures and collective bargaining agreements.
- Experience writing transit operation processes, business plans and conducting performance reviews.
- Strong and effective written and oral communication.
- Strong leadership and the ability to effectively and equitably deal with labor relations problems.
- Ability to lead BOCC and Street operations while maintaining current knowledge of rapid bus technology developments and how they could be adopted at WMATA to increase efficiency.
- Ability to identify and solve complex technical problems.
- Ability to achieve the highest efficiency from assigned staffing.

## **MINIMUM QUALIFICATIONS**

High school diploma and a minimum of eleven (11) years of progressively responsible, diversified experience in bus/transit operations, including at least seven (7) years in a middle management or higher-level capacity managing a large transit operation. Demonstrated ability to plan, coordinate and supervise/manage major bus communications.

A valid driver's license in the jurisdiction of residence is required.

## **PREFERRED QUALIFICATIONS**

- Bachelor's Degree in Business or Transportation.

For additional information or to submit a resume, please contact Gregg A. Moser at [gmoser@krauthamerinc.com](mailto:gmoser@krauthamerinc.com).