

# Experience That Makes a Difference at Washington Metro

**SPENCER JONES IS THE MANAGER OF WELLNESS & HEALTH STRATEGY** at the Washington Metropolitan Area Transit Authority (WMATA). With a Master of Public Health (MPH) and a Bachelor of Science in Kinesiology, his journey from the United States Public Health Service (USPHS) to WMATA has been transformative.

Jones shares how his experience, education, and values have paved the way for a rewarding career with WMATA.

## Tell us about your uniformed service.

**SJ:** I serve as a Lieutenant (O-3) in the USPHS Reserves and have been for three years. My role as a Health Service Officer involves responding to national public health emergencies, natural disasters, humanitarian missions, and national security threats. Joining USPHS during the height of COVID-19 allowed me to provide federal assistance and contribute to future public health responses. This experience strengthened my leadership, crisis management, and strategic planning skills—attributes that have been pivotal in my civilian career at WMATA.

My experience in the USPHS Reserves has been invaluable, involving weekend drills and annual trainings for emergency response. I've also engaged in legislative efforts supporting our role in national health security. USPHS received the Presidential Unit Citation for its contributions during COVID-19. Beyond pandemic response, USPHS officers work in agencies like the VA, U.S. Coast Guard, Department of the Interior, and alongside the Department of Defense, enhancing public health infrastructure nationwide.

## What is WMATA and how do you support their mission?

**SJ:** WMATA is committed to serving the public by providing safe, efficient, and reliable transportation across the Nation's Capital. In my role, I lead efforts to develop health programs, educational materials, training initiatives, and wellness activities that empower our workforce of over 13,000 employees to prioritize their well-being.

WMATA's strong focus on employee health, growth, and community impact made it the perfect place for me to apply my skills and experience. The ability to positively impact employees' lives by developing wellness initiatives that support their physical and mental well-being is my favorite part of the job.

## How does WMATA support veteran employees?

**SJ:** WMATA has recognized the unique talents, training and leadership the men and women of the armed forces have to offer. WMATA aggressively seeks to hire and retain top-quality military veteran candidates and finds that hiring from the military community lends a strategic competitive advantage to advancing our goals.

## How has your uniformed service shaped your career?

**SJ:** The leadership, adaptability, and problem-solving skills I developed in the USPHS have been instrumental in my civilian role. Managing high stress responses, strategizing wellness initiatives, and ensuring workforce health require the same discipline and foresight honed during my military training.

My educational background in public health and kinesiology provided a strong foundation, but my military experience gave me the added ability to lead in high-pressure situations, think strategically, and drive meaningful wellness initiatives. Certifications in employee wellness, such as my Certified Wellness Practitioner credential offered by the Wellness Alliance, have further enhanced my capabilities.

WMATA's commitment and support during my trainings and obligations within the USPHS have been tremendous. Leaders in our organization value what Uniformed Services offer for leadership, team building, collaboration, and remaining true to the mission.

## What factors contributed to your job search?

**SJ:** Having already lived in the area for my job, location wasn't a factor during my job search. Pay and benefits, as well as how the organization values its employees, were top considerations. At WMATA, I get to help



▲ SPENCER JONES (PICTURED ON THE LEFT).  
Photo courtesy of Spencer Jones

shape the culture for future employees and ensure we remain competitive in the market by offering unique wellness benefits other organizations might not have.

## Do you have any advice for those interested in WMATA?

**SJ:** For transitioning servicemembers, I advise embracing the skills developed in the military and confidently translating them into civilian roles. Network with professionals in your desired industry, seek mentorship, and explore opportunities outside of your initial field of expertise. Every experience has value, so learn how to leverage it effectively. Additionally, find people in your new organization with similar service backgrounds to help develop a sense of community, ask questions about their transition and gain advice from their experiences.

WMATA offers jobs that match various skills veterans acquire during their time in service. Hard work, passion for service, and striving for excellence within the organization allows for the opportunity to join in entry-level positions and work up the ladder into leadership roles.

**Join WMATA today and leverage your unique skills to make a meaningful impact on our community and your career.**

