



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
JOB DESCRIPTION**

Job Title: **GENERAL MANAGER & CEO** Job Code: **0001**  
 Department: **GMGR** Grade: **EX-00** FLSA: **EXEMPT**  
 Represented  Non-Represented

Approvals	Signatures	Date
BOARD	<i>Paul Claudberg</i>	2/15/2022
SVP/CHCO	<i>Kevin P. Thompson / Mickerson</i>	02/15/2022
LABR	N/A	

**REPORTS TO:** Board of Directors

<b>Mission - Essential Worker Designation:</b> (Check only if this job has been identified as critical to Mission Essential Functions (MEF) under WMATA's Continuity of Operations Plan (COOP))	
As part of Washington Metropolitan Area Transit Authority's COOP, incumbents in this job may be required to report to or continue work in the event of <u>authorized office closings or service suspensions</u> due to severe weather, natural disaster, fire, operational emergencies or related events.	<input checked="" type="checkbox"/>
<i>Note: Employees designated as "Non-Mission Essential" may have their status temporarily changed depending on the nature, scope and duration of operations interruption.</i>	

**SUMMARY**

The General Manager (GM) and CEO, as a statutory officer of the Authority, provides leadership for all aspects of the Authority's operations. This includes setting the vision, strategy, long-term goals, and policy for operations with an emphasis on safety, customer service, fiscal stewardship, diversity, equity and inclusion, subject to policy direction from the Board of Directors.

**ESSENTIAL FUNCTIONS**

- Leads the development, implementation and achievement of the Authority's goals (short, medium, and long-term), business and strategic plan.
- Holds leadership and the organization accountable to achieve strategic goals and business plan objectives through performance-based management.
- Maintains and improves an uncompromising safety culture that ensures a safe environment for all customers, staff, suppliers and any other constituencies impacted by WMATA's operations.
- Serves as the agency's lead customer service advocate; instills the value of service throughout the organization, and ensures that the proper training, tools and management are provided to enable consistent service delivery levels.



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- Leads the execution of an effective risk management framework designed to both address and mitigate current and potential risks that would prevent the Authority from achieving its business goals and objectives.
- Strong public speaking skills and ensure that WMATA remains a highly valued, credible, and visible organization to employees and customers.
- Serves as WMATA's principal spokesperson before congressional committees, the U.S. Department of Transportation, the participating jurisdictions within WMATA's operating compact, the public, and local and national media outlets.
- Leads WMATA's executive leadership team to create and maintain a culture where all employees are empowered to deliver high performance.
- Oversees and ensures the Authority's effective response to emergency management incidents, ranging from major service disruptions and significant weather events to incidents involving national security of the capital region.
- Develops and maintains strong relationships at the highest level with a wide array of key stakeholders, including the executives and legislative bodies from Maryland, Virginia and the District of Columbia, a number of cities and counties, the federal government and business communities. Plays a key role with the Board on developing funding arrangements with these entities.

**The functions listed are not intended to limit specific duties and responsibilities of any particular position. Nor is it intended to limit in any way the right of managers and supervisors to assign, direct and control the work of employees under their supervision.**

### **BUDGETARY RESPONSIBILITY**

- Develops and implements, with Board approval, the Authority's annual operating and capital budgets.
- Leads the development and execution of a strategy to best deploy capital for investments in equipment, facilities, and personnel needed to enhance WMATA's safety and quality of service.
- Ensures full compliance with federal and jurisdictional funding and regulatory agencies.

### **SUPERVISION**

- Has overall responsibility for the entire enterprise. Directs and oversees the Executive Management Team, the direct reports to the GM.

### **KNOWLEDGE**



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- Thorough knowledge of management and financial principles and practices for business operations.
- Knowledge and understanding of customer centric principles and general practices as it relates to customer satisfaction improvement.
- Knowledge of or ability to acquire knowledge of the District of Columbia, Maryland, and Virginia (DMV) area and the communities in the WMATA service area.

### **SKILLS**

- Excellent communication skills to convey clear and understandable messages to various audiences.
- Strong business and financial acumen.
- Strong management skills to drive operational excellence and a culture of safety.
- Skills in critical thinking, analysis and creative problem solving.
- Skills in overseeing implementing and balancing large scale capital and operating budgets to optimize resources and find effective financial solutions to difficult issues.
- Skills in influencing, negotiating and forming coalitions among various high-level stakeholders, in both government and the private sector.

### **ABILITIES**

- Ability to envision and transform future operations to adapt to changing transportation needs and financial, regulatory and political environments.
- Ability to direct, motivate and manage a large company with diverse employees and customers.
- Strong ability to work with multiple political entities, local jurisdictions, and stakeholders as well as federal regulators.
- Excellent ability to build coalitions and achieve business goals and objectives.
- Ability to respond with authority, precision and calmness in emergency situations.
- Ability to remain composed and have political savvy to influence stakeholders.
- Ability to dismantle complex problems and identify solutions based on analysis of multiple sources of data.



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- Ability to regularly multi-task numerous issues and priorities and manage the impact on important stakeholders.
- Ability to be empathetic and relate to employees with respect and compassion.
- Ability to promote diversity, equity, and inclusion in agency operations.

### **MINIMUM QUALIFICATIONS**

#### **Education**

- A high school diploma or GED.

#### **Experience**

- Ten or more years of executive-level management experience in the public or private sector for an organization with similar size and complexity to WMATA, or an equivalent combination of education and experience sufficient to successfully perform the duties of this position.
- A track record of bold and effective leadership to develop, execute, and effectively communicate an inspiring and transformational vision.
- Proven success in driving organization transformation and culture change.
- Demonstrated success in driving operational excellence in businesses with major capital infrastructures, large scale unionized workforces, and significant government relations and oversight.
- Financial management experience overseeing the development and implementation of comprehensive financial programs and financial systems for a multi-dimensional organization.

#### **Preferred**

#### **Experience**

- Bachelor's degree or advanced degree from an accredited college or university.

#### **Experience**

- Experience with federal, state and local government processes and generally accepted principles and practices of public administration. Transportation systems operational



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experience (a plus/not essential).



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**PHYSICAL REQUIREMENTS and WORKING CONDITIONS**

**Physical Requirements and Working Conditions**

<b>PRIMARY WORK LOCATION: (Please check all that apply)</b>			
Office Environment	<input checked="" type="checkbox"/>	Vehicle	<input checked="" type="checkbox"/>
Warehouse or Shop Environment	<input checked="" type="checkbox"/>	Train	<input checked="" type="checkbox"/>
Close quarters	<input type="checkbox"/>	Outdoors	<input checked="" type="checkbox"/>

<b>VISUAL ACUITY: Includes the color, depth perception, and field of vision necessary to perform the essential functions of the job.</b>	
Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines; using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.	<input checked="" type="checkbox"/>
Required to have visual acuity to perform an activity such as: operating machines such as lathes, drill presses, power saws and mills where the seeing job is at or within an arm's reach; performing mechanical or skilled trades tasks of a non-repetitive nature such as ones by carpenters, technicians, service people, plumbers, painters and mechanics.	<input type="checkbox"/>
Required to have visual acuity to operate motor vehicles or heavy equipment.	<input type="checkbox"/>
Required to be able to distinguish colors, specifically between red, green, blue and yellow	<input type="checkbox"/>
Required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (e.g., custodial, food services, general labor, etc.) or to make general observations of facilities or structures (e.g., security guard, inspector, etc.)	<input type="checkbox"/>

<b>OVERALL PHYSICAL STRENGTH DEMANDS: The unaided overall physical requirements necessary to perform the essential functions of the job. (Please check only ONE box)</b>				
<b>Sedentary</b> <i>Exerting up to 10 lbs.</i>	<b>Light</b> <i>Exerting up to 20 lbs.</i>	<b>Medium</b> <i>Exerting up to 50 lbs.</i>	<b>Heavy</b> <i>Exerting up to 100 lbs.</i>	<b>Very Heavy</b> <i>Exerting over 100 lbs.</i>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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<b>PHYSICAL ACTIVITY: The physical activity of the job: 1). Indicate frequency for all that apply; 2). Indicate if the physical activity is directly related to an “Essential Function” (EF)</b>				
<b>C</b> <b>Continuously</b> <i>Two-thirds (2/3) or more of the time.</i>	<b>F</b> <b>Frequently</b> <i>More than one-third (1/3) but less than two-thirds (2/3) of the time</i>	<b>O</b> <b>Occasionally</b> <i>Up to one-third (1/3) of the time.</i>	<b>R</b> <b>Rarely</b> <i>Less than one (1) hour per week.</i>	<b>N</b> <b>Never</b> <i>Never occurs.</i>
<b>Physical Activity</b>	<b>Frequency</b>	<b>Directly Related to an EF</b>	<b>Description</b>	
Standing	<b>R</b>	<input checked="" type="checkbox"/>	Remaining upright on the feet, particularly for sustained periods of time.	
Sitting	<b>C</b>	<input checked="" type="checkbox"/>	A continuous period of being seated, especially when engaged in a particular activity.	
Walking	<b>O</b>	<input type="checkbox"/>	Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.	
Lifting	<b>R</b>	<input type="checkbox"/>	Raising objects from a lower to a higher position or moving objects horizontally from position to position. Requires the substantial use of the upper extremities and back muscles.	
Stooping	<b>R</b>	<input type="checkbox"/>	Bending body downward and forward by bending the spine at the waist.	
Pushing-Pulling	<b>R</b>	<input type="checkbox"/>	Using upper extremities to press against something with steady force to thrust forward, downward or outward OR to draw, drag, haul or tug objects in a sustained motion.	
Reaching	<b>R</b>	<input type="checkbox"/>	Extending hand(s) and arm(s) in any direction.	
Repetitive Motions	<b>F</b>	<input type="checkbox"/>	Making substantial movements (motions) of the wrists, hands, and/or fingers.	
Fine Dexterity	<b>F</b>	<input type="checkbox"/>	Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.	
Kneeling	<b>N</b>	<input type="checkbox"/>	Bending legs at knee to come to a rest on knee or knees.	
Crouching	<b>N</b>	<input type="checkbox"/>	Bending the body downward and forward by bending leg and spine.	
Crawling	<b>N</b>	<input type="checkbox"/>	Moving about on hands and knees or hands and feet.	
Grasping	<b>N</b>	<input type="checkbox"/>	Applying pressure to an object with fingers and palm.	
Balancing	<b>N</b>	<input type="checkbox"/>	Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces.	
Hearing	<b>C</b>	<input checked="" type="checkbox"/>	Perceiving the nature of sounds at normal speaking levels, having the ability to receive detailed information through oral communication and to make fine discriminations in sound.	
Talking	<b>C</b>	<input checked="" type="checkbox"/>	Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.	
Climbing	<b>N</b>	<input type="checkbox"/>	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.	
Feeling	<b>N</b>	<input type="checkbox"/>	Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.	



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<b>NON-PHYSICAL ACTIVITY: (Indicate frequency for all that apply)</b>				
<b>C</b> <b>Continuously</b> <i>Two-thirds (2/3) or more of the time.</i>	<b>F</b> <b>Frequently</b> <i>More than one-third (1/3) but less than two-thirds (2/3) of the time</i>	<b>O</b> <b>Occasionally</b> <i>Up to one-third (1/3) of the time.</i>	<b>R</b> <b>Rarely</b> <i>Less than one (1) hour per week.</i>	<b>N</b> <b>Never</b> <i>Never occurs.</i>
<b>Description of Non-Physical Activities</b>				<b>Frequency</b>
Time pressure				<b>F</b>
Emergency situation(s)				<b>O</b>
Frequent change of tasks				<b>C</b>
Irregular work schedule/overtime				<b>C</b>
Performing multiple tasks simultaneously				<b>F</b>
Working closely with others as part of a team				<b>F</b>
Tedious or exacting work				<b>O</b>
Noisy/Distracting work environment				<b>O</b>
Other (Specify)				

<b>ENVIRONMENTAL FACTORS: The conditions the incumbent will be subject to in the job. (Indicate frequency for all that apply)</b>				
<b>C</b> <b>Continuously</b> <i>Two-thirds (2/3) or more of the time.</i>	<b>F</b> <b>Frequently</b> <i>More than one-third (1/3) but less than two-thirds (2/3) of the time</i>	<b>O</b> <b>Occasionally</b> <i>Up to one-third (1/3) of the time.</i>	<b>R</b> <b>Rarely</b> <i>Less than one (1) hour per week.</i>	<b>N</b> <b>Never</b> <i>Never occurs.</i>
<b>Description of Environmental Factors</b>				<b>Frequency</b>
Mechanical Hazards				<b>R</b>
Chemical Hazards				<b>R</b>
Electrical Hazards				<b>R</b>
Fire Hazards				<b>R</b>
Respiratory Hazards				<b>R</b>
Extreme Temperatures				<b>R</b>
Noise/Vibration				<b>R</b>
Wetness/Humidity				<b>R</b>
Exposure to infectious diseases				<b>N</b>





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**PROTECTIVE EQUIPMENT REQUIRED**

For visits to operational and construction sites

- Hard hat
- Safety visibility vest

<b>Employee Signature</b>		
<b>Name (Printed)</b>	<b>Signature</b>	<b>Date</b>