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## **Director, Snoqualmie Valley Transportation**

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SVT is a non-profit valley bus company that performs both demand response and fixed route services to the people of the Snoqualmie Valley. This job requires ingenuity and a can-do, positive business professional who is willing to work hard to create solutions for the riders of the Valley while creating a positive work environment for the staff, operational sustainability, community support, successful grants while working in compliance with local, state and federal laws.

- The position reports directly to the board of directors for MSSC.
- Direct supervision of operations manager and overall staff of 25
- Budget of \$2m per year

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Job description includes but is not limited to the following tasks in the areas of finance, grant writing, marketing, accounting/invoicing, human resources, planning, business operations and community outreach:

### **Financial**

- Ensure that the bookkeeping is accurate and that all reporting is accurate to outside agencies
- Create agreements with vendors and other business partners to ensure the long-term sustainability of staff, routes, equipment and ridership within the Valley
- Maintain certification authorizations
- Approve of all expenses
- Submit timely and accurate invoices to funders on a monthly basis
- Create annual budget with finance committee and board of directors
- Respond to and comply with Technical/Audit request from WSDOT and KC Metro, Snoqualmie Tribe and FTA
- Keep good relationship with In-Kind funding sources including Valley cities and others
- Ensure state compliance on purchase agreements
- Purchase vehicles as existing vehicles are past their useful life using capital grant funding
- Other duties as required



### **Grant Writing and Management**

- Write and submit grants, including the PSRC/WSDOT Consolidated Grant Application (every two years) and others as they become available to ensure SVT is adequately funded
- Ensure In-Kind donation plan is submitted and approved by WSDOT with the correct matching funds percentage
- Create and maintain an indirect cost plan
- Create quarterly financial and narrative reports to WSDOT and others who require them
- Accurate completion of FTA annual reports as required
- Other duties as required

### **Marketing**

- Manage outside communications. Speak with the press on behalf of SVT and present a cohesive and positive message to readers about SVT and its staff.
- Ensure that materials created for the public are easily understood and not jargon-y
- Maintain a clipbook
- Take the lead on external communications plans for and about SVT
- Create or oversee creation of marketing materials including community outreach materials, informational materials, website content, brochures & timetables
- Other duties as required

### **Human Resources**

- Successfully manage staff members to create a positive working environment
- Create and maintain annual review programs for the employees
- Handle employee relations issues with discretion and fair-mindedness
- Hire for open positions when required ensuring compliance with background checks, driving record checks and drug & alcohol requirements
- Develop and maintain SVT employee handbook, communicating any changes to staff



- Take the lead in HR services including annual medical benefits reviews, employee relations and investigations, employee reviews, recruitment and hiring
- Conduct SVT staff meetings when needed
- Directly manage office staff members and mentor supervisory staff
- Conduct monthly 1:1s with every direct report
- Oversee Training programs through Safety & Training Coordinator on: CPR/1st Aid/Blood Borne Pathogens, ADA compliance, defensive driving, driver safety, inclement weather driving, etc.
- Maintain background check processes and apply to all incoming employees
- Ensure that accurate job descriptions are in place for each SVT staff member
- Handle internal investigations and escalation if necessary
- Other duties as required

#### **Ops/Maintenance**

- Work with employees to create financially sustainable working systems that benefit the community
- Work to create operational processes to operations staff to ensure that the routes – and their jobs – are kept efficient, cost-effective and sustainable
- Oversee creation of maintenance program for the vehicles
- Ensure DBE compliance for FTA
- Ensure Title VI and Drug & Alcohol plan compliance
- Attend training on any issues mandated by funders
- Maintain KC Metro and WSDOT insurance compliance
- Ensure that annual driving record checks are done on current employees
- Work with the board of directors of the Mt. Si Senior Center to ensure the timely authorization of all contracts
- Create and maintain necessary form postings to be in compliance with grants and funding sources
- Create and sustain in-house travel training program
- Create and maintain forms for all business uses as required
- WUTC/FTA/KCMT compliance on vehicles
- Other duties as required

#### **Outreach and Coalition Work**



- Take the lead in creating solutions throughout the Snoqualmie Valley by being an active member of Eastside Easy Riders Coalition, King County Mobility Coalition, Snoqualmie Valley Community Network, PSRC Special Needs Transportation Coalition, and others enable SVT to be successful and help others (about 40 organizations in the Valley)
- Present updates/speak in public forums on behalf of SVT, including evening meetings
- Create meaningful relationships with local municipalities and businesses that will help SVT to achieve its goals
- Maintain communications with the rider community and help them understand how transit works in the Valley
- Oversee training programs for new SVT employees
- Ensure Title VI community outreach compliance
- Correspondence to/from various members of the WSDOT staff, KC Metro, King County, Snoqualmie Tribe
- Other duties as required

### **Global expectations**

- Be of service to other SVT team members, and management by responding respectfully and in a helpful manner to requests for information by email, voice mail or in person in a timely fashion
- Become a positive, motivational communicator as demonstrated by your ability to:
  - Help in assisting with challenges, even under pressure
  - Listen in a way that shows that you care
  - Be open to suggestions and criticism and collaborate to find solutions
- Generate positive, cooperative, and respectful relationships daily that foster feelings of trust and competence in team members
- Recognize that all people have different work styles and actively develop skills for adapting to them in a fluid and flexible manner
- Re-read and spell check all external correspondence and ensure that correspondence appears professional
- Be on time for work and meetings and ensure direct reports do the same
- If not in the office during business hours, follow process for notifying team and company of whereabouts
- Communicate via email, text, in meetings, and face-to-face, with respect and following the existing SVT Values



- Give timely and appropriate feedback to team members and peers – don't wait to communicate
- Ask the Four W's when solving problems:
  1. What happened? *(whenever possible, stick to the issue not the individual)*
  2. What do we need to do right now? *(if action needs to take place immediately, take the action necessary)*
  3. What do we need to do to make sure this doesn't happen again? *(build a system so that the problem doesn't reoccur or, if it does, there is a systematic way of dealing with it)*
  4. Who needs to know? *(staff must be appropriately trained on the new system and the training must be incorporated into the regular training for everyone who might need to know it)*
- Dress appropriately for meetings with outside vendors in business or casual business attire
- Accountable for following defined processes and ensuring direct reports do the same
- Thoroughly learn and follow the SVT processes, making suggestions for streamlining, innovation and enhancement, always keeping sustainability in mind
- Thoroughly understand the tools needed to do your job, independently seeking counsel and advice from experts and other nonprofit in-house training programs to better enable you to work well within the standards expected
- Seek counsel to understand how the company sustainability is attained and be aware of how spending affects it. Work to enhance the company's bottom line.
- Lead and/or participate in company committees/task forces/activities that increase the performance of the company
- Submit all expenses for reimbursement within 10 days of incurring expense
- Ensure compliance with company employee review program including annual reviews
- When the opportunity arises, and if it is within the budget, make sure to buy green products and services
- Keep your area tidy, cleaning up after yourself, and leaving any meeting space as-it-was or better when you leave it
- Champion the development of company training programs and serve as a trainer when appropriate



- Complete at least two training seminars annually that are pertinent to your career
- Develop succession plan and groom, "An heir and a spare"
- Demonstrate company principles and values
- Acknowledge what you don't know and seek advice to increase your understanding
- Be available to help your team members with counsel and advice on a regular basis
- Other duties as assigned

**Experience must include:**

- 10+ years management of five or more direct reports
- 4+ years transportation operations experience
- Proven ability to work with expenses and income of a company to determine budgets including salaries, benefits and other expenses
- Experience training groups and individuals
- 3+ years experience in fundraising/outside sales for an organization including extensive cold-calling
- History of building network of contacts to create mutually beneficial business relationships
- Ability to build systems to maintain the confidentiality of business, client and personnel information
- 3+ years experience as a public speaker representing services
- Ability to analyze financial sustainability from spreadsheets
- 5+ years experience handling complex financial reporting to internal and external parties
- Proven ability to manage email and time efficiently
- Knowledge of public relations – speaking to the press on behalf of a company, initiating articles, Q&A's, maintenance of a clipbook
- Employee relations experience including reporting, documentation and escalation if required
- 5+ years experience interviewing, hiring, and termination with proper documentation in place
- Proven ability to lead groups in a constructive and productive way
- Proven ability to create well-written documentation for the purpose of illuminating other parties: Grant writing, written proposals for sales, documentation for executives and/or city leaders and planners
- Excellent verbal communications skills in English
- Proven proficiency with Word, Excel and PowerPoint



- Must have own vehicle, clean driving record, pass background check
- Must be able to sit for long periods of time (3+ hours), lift up to 20 pounds, type and use a computer for long periods of time (with accommodation if required)
- Must show proof of eligibility to work legally in the United States on Federal I-9 documentation