



Executive Director Job Description

Job Title: Executive Director
Reports to: Board of Directors
Salary Range: \$115,000-\$130,000

Job Summary: Provides leadership and overall responsibility for the operations, growth and continued improvement of Rural Community Transportation, Inc. (RCT) including but not limited to long-term strategy, vision, financial management, climate, staff support, operations, and representation and collaboration within the community. The executive director is the chief administrative officer and is hired by and reports to the RCT Board of Directors.

Essential Job Responsibilities

CULTURE, CLIMATE, AND STAFF MORALE

- Set a standard of excellence for organizational culture. Maintain a high expectation of managerial tone that fosters a psychologically safe, diverse, and inclusive work environment.
- Communicate with staff on a regular and consistent basis. Demonstrate appreciation for the work of the staff, and establish regular recognition for staff accomplishment. Remain aware of the day to day challenges that the staff faces and offer constructive solutions.
- Demonstrate and model respect in all relationships, including but not limited to community, state, and federal partners; colleagues; peers; employees; and RCT Board.

PROGRAM ADMINISTRATION AND OPERATIONS

- Work with the management team to ensure excellence in service delivery. Cultivate strong relationship of trust with management team to delegate and create efficiency.
- Plan, implement, administer, oversee, coordinate, monitor, and evaluate the programs, services, and operating systems of RCT. Develop and modify programs, services, and systems in collaboration with the Board of Directors, and in accordance with Board directives and guidelines.
- Delegate responsibility for managing and supervising various agency programs, activities and functions to staff as appropriate, monitor all agency activities and operations on a regular basis and deal with various problems that arise.
- Oversee the maintenance of facilities and equipment, ensuring safety and security of employees, clients, volunteers and the protection of property.

STRATEGY AND VISION

- Work with the Board to ensure conformance with the overall mission and vision of RCT, and in defining short-term objectives and long term goals. Lead strategic planning process with board and staff to set vision for organization.
- Provide administrative leadership for, and staff support to the Board and its committees, attend Board and committee meetings as requested, and perform a wide range of Board liaison functions.
- Play a key leadership role in research, design, development, and evaluation efforts related to agency programs, projects and operating systems.

FINANCIAL

Direct and oversee all financial management functions of RCT:

- Develop, present for Board approval, and administer RCT's annual operating budget, including monthly and quarterly status updates
- Research and recommend major capital expenditures, in context of available funding and company goals
- Apply for, oversee, and administer state, federal, and other grants to support the overall operations and functionality of the company
- Oversee the development, implementation and administration of accounting, cash flow management, and financial reporting policies, procedures and systems
- Oversee the investment of agency funds in consultation with and as directed by the Board of Directors
- Oversee, coordinate, and carry out internal and external audits in accordance with industry best practices
- Play a lead role in strategic short and long term fiscal planning
- Direct and oversee agency fundraising programs and activities, with a focus on expanding funding sources and improving fund raising methods.

PERSONNEL

Accountable for directing personnel management functions of the agency through supervisors, managers, and human resources staff:

- Oversee the administration and execution of personnel-related policies and procedures, including review, revision, and timely compliance with regulatory changes, while maintaining a focus on equity and inclusion.
- Directly or through management team, coordinate recruitment, onboarding and offboarding, and other formal administrative personnel tasks.
- Work with the management team to plan, implement, and support staff training and development programs and activities, both fostering opportunities for growth and completing all legally required training.
- Monitor the administration and evaluation of compensation and benefits programs, including RCT's pay scale, performance evaluations practices, employer-provided and employee-elected insurance and benefit plans, and consideration of best industry practices.
- Guide and supervise the management team and support the supervision of all agency personnel.

SERVICE DELIVERY Direct and oversee all transportation service delivery functions of the agency in context of the RCT Mission and Vision: Our mission is to provide public transportation services for everyone that is safe, reliable, accessible, and affordable to enhance the economic, social, and environmental health of the communities we serve. It is the vision of RCT to establish a solid foundation for the regional development of a safe and efficient public transportation system.

- Work with staff to achieve positive resolution of customer service complaints
- Work with consultants and professional transit operators to stay current on transportation issues and opportunities
- Work with local partners for continued and expanded local funding support including contracts, billing and follow up
- Oversee all aspect of safety for our buses, volunteer, and staff; on and off site
- Oversee management of and carry out the objectives of Title VI

COMMUNITY PARTNERSHIPS & COLLABORATION

- Work with the local select boards and planning commissions to expand service, build and design shelters, advance innovative solutions, and address concerns and opportunities
- Represent RCT and work closely with a broad range of community organizations, government agencies, businesses, and individuals in carrying out various public relations, information, advocacy, grants management and general administrative functions. Actively seek input from local organizations and residents, and partner with them to align service with community goals.
- Represent RCT to national and regional transit organizations with similar goals and interests and attend various professional meetings and conferences.

REGULATIONS, GRANTS MANAGEMENT, AND COMPLIANCE

Direct and be accountable for all governmental relations, grants management, and regulatory compliance.

- Maintain up to date knowledge applicable government statutes, regulations, notices, memoranda, and the like.
- Interpret, operationalize, and ensure compliance with applicable government statutes, regulations, notices, memoranda and the like.
- Oversee all aspects of grant program implementation and administration, principally through collaboration with RCT's management team.
- Maintain strong collaboration with Vermont Agency of Transportation to ensure compliance with all regulations and grant management
- Ensure compliance with all grant requirements
- Ensure compliance with all OSHA, VOSHA, and other safety requirements
- Represent RCT with state agencies and regional transit organizations, including Vermont Agency of Transportation
- Represent RCT on the Vermont Public Transportation Association

ORGANIZATIONAL IMAGE & MARKETING

Collaborate with the Board and staff to represent the organization well to the community with appropriate logos, marketing, and communications. Direct, coordinate and assist as appropriate with the researching, writing, and editing of a variety of written materials used by the agency.

Job Requirements

Knowledge, Skills, and Abilities:

- Strong interpersonal skills including conflict resolution, communication, and appropriate workplace behavior.
- Excellent program and operations planning/evaluation, and administrative skills
- Excellent fiscal management skills
- Excellent personnel management skills
- Strong community relations experience
- Ability to represent RCT and deal effectively with a broad range of people and organizations
- Ability to work with challenging situations and people
- Good public speaking/presentation and advocacy skills
- Strong interest in and commitment to the mission and goals of RCT
- Knowledge of or ability to learn facilities management
- Knowledge of or ability to learn security relevant to all operational areas
- Knowledge of or ability to learn VOSHA rules/regulations and safety compliance
- Experience managing federal and/or state grants

Minimum Requirements:

- Bachelor's Degree
- Three or more years of experience working in a nonprofit organization
- Five or more years of relevant executive management experience

Preferred Qualifications:

- Certification by Community Transportation Association of America for Certified Transit Program Administrator and/or Certified Community Transit Manager
- Experience working with a Board of Directors in a nonprofit setting
- Two or more years of experience in public transportation
- Master's degree in related field