



CHIEF OF PLANNING, STRATEGY & INNOVATION

Job Description

04/20/2020

FLSA: Exempt
Grade: E01
Approved: HR Manager

DEFINITION

Under the general direction of the Executive Director, the Chief of Planning, Strategy & Innovation will be a big picture transportation and land use thinker, tuned into international public transport systems and trends, with exemplary communication skills and a passion for building teams, and demonstrated subject matter expertise in transportation planning. This position will work with the executive management team and key stakeholders to develop the NCTD vision and execute it through a comprehensive workplan to deliver a first-class mobility network that enhances the quality of life for all who live, work and play in North County San Diego and the surrounding region.

Distinguishing Characteristics

This position is distinguished by its overall responsibility for all aspects of assigned Departments, including transportation and strategic planning of the District. S/he must demonstrate a collaborative management style and possess excellent communication and interpersonal skills, a high degree of creativity, foresight and mature judgment in strategic planning, organizing, coordinating, and solving complex problems. This is an at-will position in accordance with the NCTD Employee Handbook.

Supervision Received and Exercised

This position reports to the Executive Director. S/he is responsible for the direct and/or indirect supervision and management of all assigned Departments and may guide the work of other managers and staff within the District. Further, this position is expected to participate in the sharing of expert knowledge and as a vital member of various project teams that may be instituted.

Working Conditions

Normal working conditions for this position are in both an office and field setting. Business travel may be required periodically between District sites, governmental agencies, consultants' facilities, and other locations as required.

EXAMPLES OF DUTIES

Essential Functions

This position requires a person with significant experience in all aspects of transit planning with the ability to learn new information in a quick manner. Further this position will require significant work that will be self-performed. Additional duties may include, but are not limited to, the following:

Planning, Strategy & Innovation:

- Provides leadership and technical expertise for transit planning, corridor studies and initiatives; transportation data collection, analysis and interpretation; long range transportation planning priorities and studies; transportation model inputs and outputs.
- Oversees proposal development and tracking of project budget scope and performance measures; recommends and oversees use and integration of consultant services; reviews

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and reports study progress and deliverables; directs development of proposals for competitive planning grant solicitations; interacts with agency partners; works with staff to develop and implement public outreach plans to ensure coordination with such partners, community interests, and others across multiple disciplines to develop and direct visionary programs and solutions to meet the mobility needs within the service area and region.

- Provides support and represents planning issues in collaboration with staff for stakeholder engagement, including but not limited to elected officials, civic leaders and developers in identifying, evaluating and facilitating development opportunities in NCTD's service area.
- Provides leadership support for enhanced research and analytics integration across NCTD's existing functions, strategic due diligence, and business analysis to support business line and management decisions on transportation service, enhancements/changes, proposed new facilities investments, and other policy initiatives including collaborative assessment of fare structures.
- Responsible for development and execution of strategic planning process, resulting in comprehensive strategic plan.
- Works in seamless collaboration with senior leadership and agency staff in development of capital needs identification and prioritization of capital investment planning in line with strategic plan and corporate vision.
- Oversees and leads strategic planning key owner activities, including development of Key Performance Indicators. Working with Divisions, maintains KPI reporting capabilities and activity metrics.
- Establishes business planning unit and relevant processes for business planning, actionable reporting and insightful analysis, resulting in focusing the organization's energy and resources, ensuring employees and other stakeholders are working towards common goals resulting in strengthened operations. Monitors adherence to department goals, objectives and alignment with strategic planning milestones and targets.
- Directs, leads or facilitates multi-disciplinary work teams to problem solve or redesign NCTD functions and processes to improve productivity, performance and service.
- Fosters and maintains external relationships with local universities, regional/national research institutes, APTA, UITP and benchmarking global organizations, other government agencies, and counterparts at peer agencies in order to provide NCTD and business line leadership with timely, current, data-driven, and actionable transit planning knowledge and strategic analyses. Tracks and/or collaborates on research initiatives related to innovative transportation mobility delivery, including MAAS providers, personal mobility providers, Transportation Network Companies, Autonomous Vehicles, and related technological and coordination activities.
- Oversees on-call contracts with various consultants for research and planning support.
- Responsible for department budget preparation, administration; provides oversight to monitor and control expenditures.
- Oversees hiring, training, performance improvement and investment of planning staff to promote growth and succession planning.

Leadership

- Collaborates with the Executive Team to support successful outcomes of the District.
- Assumes responsibility for successful outcomes of the Division and effectively manages staff, including direct or indirect supervisory oversight for all team members.

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- Assigns work to personnel, providing instructions and answering questions. Coordinates the scheduling and completion of work by determining operational priorities and resolving workload problems.
- Inspects work for accuracy and completeness. Evaluates work techniques and methods for consistency with standards.
- Hires, trains, supervises, reviews, disciplines, and terminates subordinate staff as needed and in accordance with District policy.
- Models the behavior expected for all employees and maintains cooperative and harmonious working relationships with other District departments, Division staff, consultants, vendors, and the NCTD Board of Directors.
- Engages proactively to prevent or mitigate issues.
- Ensures Division staff works in a collaborative and team-oriented manner within the Division and with other Divisions.
- Demonstrates commitment to customer service for both internal and external customers and fosters the same from Division staff.
- Communicates effectively both verbally and in writing to employees, peers, senior management, other governmental agencies, and the NCTD Board of Directors.

Administrative Management:

- Ensures that goals, performance metrics, and other requirements associated with day-to-day operations of the Division are achieved.
- Ensures that Division staff are aware of and comply with NCTD's EEO program, Title VI program, Board and Administrative policies, human resources, and other applicable policies and procedures.
- Prepares effective, high quality reports, correspondence, and Board materials, and submits such materials on time.
- Represents the District at industry and regional committees.
- Develops and/or supports the development of administrative procedures/processes to support the needs of the District; recommends and implements policies, procedures, and standards for information systems.

QUALIFICATIONS

Education/Experience

- Bachelor's Degree in Urban or Transportation Planning, Economics, or related area. Master's Degree preferred.
- 15 year's prior similar experience at the executive level, including 7 years of supervisory experience.

A combination of experience/skills and education to fulfill the requisite knowledge, skills and abilities for this position may be considered.

Certificates/Licenses

- Possess and maintain a California driver's license, Class C, and a satisfactory driving record for the last five years.
- Maintain compliance with the District's policy regarding Conflict of Interest and Ethics.



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General Requirements

- Able to demonstrate expertise in transportation and environmental planning issues and processes for project advancement.
- Ability to create and maintain good working relationships through excellent communication and teambuilding skills, including the ability to engage successfully with both internal and external contacts and the public.
- Strong analytical and critical thinking skills; ability to gather, organize, analyze, and present data to appropriate sources.
- Ability to interpret and apply local, state, and federal rules and regulations accurately and effectively.
- Exceptional communication skills, both verbal and written, including the ability to prepare and deliver clear and concise technical reports.
- A professional level of expertise and ability to demonstrate use of high-level discretion and judgment in execution of duties is preferred.
- Ability to manage and maintain simultaneous, transitional, and emerging priorities.
- Ability to demonstrate proficiency in computer software programs including the Microsoft Office Suite.

Physical Requirements

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must possess the ability to use the phone and computer for extended periods, manual dexterity to complete clerical functions and work with office equipment, and lift equipment up to 25 pounds on a daily basis. The employee must be able to hear, see, and communicate verbally to exchange information. The employee must be able to physically travel between District locations and other destinations, work in evenings when required, work in hazardous conditions, and negotiate a variety of different and irregular terrain as is typical along a railway right of way. The employee may be subject to fumes, odors, dusts, gases, chemicals. The employee must be able to walk, climb, balance, bend, carry, push, reach, sit, and stand.

Machines / Tools / Equipment

- Ability to operate a personal computer and Microsoft Office Suite programs.
- Ability to operate standard office equipment, including a fax and scanner machine, copy machine, and telephone.
- Ability to carry and operate a mobile on-call device.

PRINT Employee Name

Employee Signature

Date