

# Position Specification

## Transportation Services Chief Innovation Officer

### ***The Company***

Our client is a sub-regional transit agency that was created 1983 and funded primarily through local sales and use tax within the service area which consists of 13 cities. They provide bus, light rail, commuter rail, paratransit and vanpool services. Their extensive network of transit operations moved more than 66.75 million riders across a 700-square mile serve area. Approximately 2.1 million customers rode commuter rail in 2016. More than 33.5 million passengers used the local and express bus route service, 29.8 million rode light rail and 1.4 million customers used paratransit and vanpool service.

### ***The Position***

#### ***Location***

Southwest United States

#### ***Overview***

The Chief Innovation Officer leads the Center of Innovation and has accountability for Product Management, Business Strategy, and serving as an innovation ambassador throughout and external to the agency. The Chief Innovation Officer examines ideas and emerging technologies to determine feasibility and partners with the Chief Information/Technology Officer, Chief Marketing Officer, Vice President of Service Planning and other executives to operationalize viable projects.

#### ***Reporting Relationship***

This position reports directly to the EVP of Administration.

#### ***Responsibilities***

- Perform market research for new ideas, determine feasibility, and form implementation strategies in partnership with the Chief Information/Technology Officer.
- Stay ahead of emerging and disruptive technologies impacting public transit, autonomous vehicles, artificial intelligence, Internet-of-Things, and augmented /virtual reality.
- Develop and manage a culture of innovation, trust, personalization, “wow,” and initiative consistent with agency 5-star values.
- Introduce processes that promote cross-departmental critical thinking and ideation.
- Develop staff by training on skills needed for innovative thinking and process improvements.
- Serve as the executive sponsor for digital process innovation, as a methodology expert and facilitator for agency mobility as a service (MaaS) strategy.

- Shelter and embrace promising projects by creating measurable goals and removing obstacles to deployment.
- Identify new and unconventional public transit market opportunities by analyzing unsolicited proposals and public/private partnership opportunities.
- Lead center, which is responsible for defining and measuring efficiencies and return on investment on viable projects.
- Partner with Chief Information/Technology Officer, Chief Marketing Officer and Vice President of Service Planning to deploy innovative project proposals.
- Perform other duties as assigned.

#### ***Travel***

Less than 25%

### ***The Candidate***

#### ***Education***

Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Marketing, Urban Planning, or other Marketing affinity. Master's degree from accredited college or university preferred.

#### ***Professional Qualifications***

- Fourteen (14) years of progressively responsible experience in product development or marketing focused on capturing and determining the feasibility of innovative ideas, removing roadblocks, and challenging the status-quo in a way that is not disagreeable. This should include seven (7) years managing professional staff.
- Knowledgeable in current and possible future policies, practices, trends, technology and information affecting his/her business and organization.
- Can see ahead clearly; can anticipate future consequences and trends accurately; can create competitive and breakthrough strategies and plans.
- Ability to build effective teams; defines success in terms of the whole team.
- Dedicated to meeting the expectations and requirements of internal and external customers.
- Makes good decisions based on a mixture of analysis, wisdom, experience and judgment.
- Communicates a compelling and inspired vision or sense of core purpose; makes the vision sharable by everyone.
- Maneuvers through complex political situations effectively and quietly; sensitive to how people and organizations function.

#### ***Personal Characteristics***

- Strong interpersonal skills and ability to communicate, build relationships and manage effectively at all levels of the agency.
- Excellent problem-solving skills and the ability to exercise sound judgment and make decisions based on accurate and timely analysis.

- Strong “platform skills”; the ability to effectively and influentially present and sell ideas to large and small as well as internal and external groups.
- An authentic, approachable individual with high integrity whose personal and professional values are consistent with the agency’s vision and culture.
- Confident, well-prepared leader with the courage to advance the agency’s agenda at the senior level; a driver with a bias for action and results.
- Collaborative leader who works well with others and can motivate and cooperate across functions.
- Calm under fire and can handle complexity, multiple demands and pace while staying level-headed and professional.

### ***Working Conditions***

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting the agency's operating facilities, assuming incumbent is observing all policies and procedures, safety precautions and regulations, and using all protective clothing and devices provided.

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**To learn more about this opportunity or provide a confidential referral, please contact:**

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**Please use this reference code in the subject line of your response:**

*Reference Code: 528-02\_Chief-Innovation-Officer\_PPI*

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