



METRO Regional Transit Authority Chief Operations Officer

SALARY	\$105,000.00 - \$110,000.00 Annually	LOCATION	416 Kenmore Blvd, Akron
JOB TYPE	Full-Time	JOB NUMBER	202500006
DIVISION	Operations	DEPARTMENT	Maintenance
OPENING DATE	01/15/2025	CLOSING DATE	2/28/2025 11:59 PM Eastern

Description

Position Summary: The Chief Operations Officer (COO) at METRO is a dynamic and forward-thinking leader with a growth-oriented mindset, continuously seeking opportunities for career development and professional advancement. The COO will play a critical role in managing and optimizing operational systems, processes, and teams, driving organizational efficiency, sustainability, and growth. This role demands a strategic visionary who can align operations with METRO's mission and values, fostering a culture of inclusivity, collaboration, and innovation. Reporting to the Chief of Staff, the COO will oversee department heads and mid-level management, ensuring alignment with METRO's strategic goals while fostering a human-centered approach to operations. This critical role involves refining, designing, and integrating organization-wide processes aimed at enhancing asset management, maintenance, and operational decision-making. It is essential that the COO is growth-oriented and entrepreneurial. This role provides the leadership, management, and vision needed to ensure METRO has the appropriate operational controls, reporting procedures, and people systems in place to support organizational growth, enhance operational efficiency, and maintain financial strength. The COO will achieve these goals through an equitable, respectful, and constructive leadership style, energizing teams while remaining aligned with METRO's strategic objectives. The COO oversees organizational operations by directing and coordinating activities in alignment with METRO's established goals, objectives, and policies. The COO implements programs that drive the successful execution of the METRO strategic plan and may contribute to the development of policies and long-term strategic initiatives.

Reporting Relationships: Position Reports to: Chief of Staff Number of Reports: Direct 4 Direct Indirect

Examples of Duties

Essential Job Functions: Operational Efficiency & Strategy

- Drive the operationalization of the METRO strategic plan.
- Develop and implement systems that support sustainable growth, enhance operational efficiency.
- Collaborate with the CEO and executive team.
- Oversee company operations to maximize productivity
- Cultivate an inclusive culture that empowers employees and aligns with organizational goals.
- Develop and maintain a responsive departmental structure.

Asset Operations Management

- Oversee the integration of maintenance, operations, and reliability data to ensure comprehensive visibility across the entire asset life cycle.
- Utilize data-driven insights to optimize asset performance.

Culture & Team Leadership

- Foster an inclusive culture rooted in equity, respect, and collaboration, empowering employees to thrive and ensuring alignment with METRO's mission and values.
- Inspire and motivate the team by leading through example, driving positive change, and cultivating a high-performing management team.
- Focus on recruitment, mentorship, and succession planning.
- Implement people-focused systems that encourage collaboration and create pathways for career development.

Performance Management & Operational Improvement

- Establish operational benchmarks and evaluate performance using KPI metrics to identify areas for improvement.
- Drive initiatives that enhance efficiency and align outcomes with strategic objectives.

Compliance & Risk Management

- Ensure adherence to all company, federal, state, and local regulations.
- Proactively manage compliance risks and address corrective actions as needed to maintain operational integrity.

Typical Qualifications

Experience and/or Educational Requirements:

- **Education:**
 - Bachelor's degree in a related field preferred.
 - A combination of education and relevant experience will be considered.
- **Experience:**
 - Minimum of 5 years of progressive advancement in management positions.
- **Skills & Abilities:**
 - Exceptional interpersonal, communication, public speaking, and presentation skills.
 - Demonstrated ability to earn respect and trust from both internal team members and external stakeholders.
 - Strong organizational skills with attention to detail.
 - Creative problem-solving and critical-thinking abilities.
- **Attributes:**
 - A caring and understanding attitude, with flexibility and tolerance for diverse lifestyles and cultures.
 - Ability to handle sensitive and confidential information with professionalism.

Supplemental Information

Physical Requirements & Working Conditions:

- Job requires incumbent to stand, walk, sit, talk or listen, climb or balance.

- On an infrequent basis (no more than 1/3 of working time) must be able to stand, walk climb, stoop, kneel, crouch, crawl, and lift more than 100 pound.
- Work is typically performed indoors and is subject to pressure from deadlines under pressure, night and/or weekend meetings, and contacts with general public.

When applying, please provide any previous employer's contact information for up to the past 12 years.

Employer

METRO Regional Transit Authority

Address

416 Kenmore Blvd.

Akron, Ohio, 44301

Phone

3307620341

Website

<https://www.yourmetrobus.org>