

DIRECTOR OF TRANSPORTATION

SUMMARY

Responsible for the oversight and direction of all transportation operations at the MCCA facilities (Boston Convention & Exhibition Center, Hynes Convention Center, Boston Common Garage, and the Lot on D). Provides strategic planning, direction and leadership for the Transportation Department. Develops the transportation business strategy, cultivates relationships with various stakeholders in the hospitality, transportation, and convention industries as well as local and state agencies. Provides leadership and direction for the day-to-day activities of the Transportation department including budget development, overseeing staffing plans and leadership of staff.

ESSENTIAL DUTIES & RESPONSIBILITIES: The Deputy Director may designate various other activities. The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable accommodation.

Strategic Planning:

- Establish and implement short-term and long-range departmental goals, objectives, policies, and standard operating procedures.
- Monitor and evaluate program effectiveness; present changes required for improvement
- Oversee vendor relations (bus companies, signage companies, and advertising brokers), City, hotel and other transportation relations, vendor contracts, process reviews/ improvement plans and competitive strategy.
- Maintains high level relationships with city, state agencies and area stakeholders to ensure effective and pro-active transportation planning during short and long range events at the BCEC and Hynes.
- Provide strategic guidance to Transportation staff and maintain high-profile relationships with vendors.
- Create traffic patterns for large regional events at the MCCA facilities to improve the attendee experience and minimize the traffic impacts to surrounding neighborhoods.
- Research and discuss new technologies that would benefit the MCCA and the client experience.

Budgetary Responsibilities:

- Develop and oversee transportation department budget.
- Oversee final Requests for Proposal ("RFP") submissions and provide general direction to the Transportation department in drafting, responding to and submitting RFP's.
- Oversee and provide guidance on all RFP and BCTS submittals made by Transportation Manager.
- Create an Operating and Capital Projects Budget for each fiscal year.

Leadership:

- Develop and provide direction to the entire Transportation Department Team
- Provide direction, guidance and direct supervision to the Transportation Manager and Planner/Analyst. Oversee the management of their direct reports as required (indirect supervision of Coordinator and Agents).
- Establish training priorities for Transportation department staff.
- Responsible for department communications to MCCA Executive staff and other MCCA Departments.

- Act as Liaison between department managers/subordinate levels, as well as executive/department manager levels to inform personnel of communications, decisions, policies and all matters that affect their performance, behavior and results.
- Serve as Point-of-Contact to Key Clients

Policies & Procedures:

- Oversee Transportation Department policies and procedures.
- Lead the development of MCCA fleet management procedures and budgeting.
- Manage all procedural requirements of staff.

Event Planning:

- Develop event-specific transportation plans to transport attendees.
- Oversees shuttle bus route plans for event and delegates related responsibilities to management team.
- Procure vehicle inventory required for successful event operations.

Operations:

- Lead Transportation Department communications and planning regarding hotel-related requests, valet, self-parking services, etc. Oversee all MOU's related to hotel interfacing and work closely with other departments as applicable to ensure.
- Manage South Boston Waterfront Sustainable Transportation Plan.
- Traffic Management planning and coordination with local and state authorities.
- Shuttle management and oversight of all taxi and rideshare vehicle operations on-site.
- Manage the Transportation shuttle bus RFP process.
- Ensure smooth and efficient execution of events with high quality Customer Service.
- Reviews traffic flow relative to public safety. Reports irregularities and hazards to appropriate personnel and makes recommendations for alternate traffic flow.
- Represent the Authority at Transportation and related meetings of professional organizations in order to develop professional networks in the Transportation Field.
- Oversee bidding processes relating to Transportation needs.

SUPERVISORY RESPONSIBILITIES: Manages employees and contractors of the Transportation Department. Is responsible for the overall direction, coordination, and evaluation of this Department including but not limited to Parking Contractors for "Self Park Facility" as well as "Valet Operations" and the Boston Common Garage . Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION / EXPERIENCE: BS and 10+ Must have served in top management capacity, have strong sales skills and demonstrated leadership and operations capabilities. Knowledge of state-of-the-art computer word processing and analytical tools such as excel.

- An experienced leader with appropriate industry experience.
- An energetic, forward-thinking and creative individual with high ethical standards and an appropriate professional image.
- A strategic visionary with sound technical skills, analytical ability, good judgment and strong operational focus. A well-organized and self-directed individual who is "politically savvy" and a team player.

- An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent communication skills.
- A good educator who is trustworthy and willing to share information and serve as a mentor.
- An excellent negotiator who is experienced in contracts and change management a decisive individual who possesses a "big picture" perspective and is well versed in systems.
- A commitment to the MCCA's Mission and the ability to be flexible.

PHYSICAL DEMANDS: The physical demands described here 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.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK SCHEDULE: The work schedule for this position typically involves whatever hours are necessary to effectively manage the transportation department

DRESS CODE: In order to project a professional image, and the level of dignity and decorum that is required when serving the public, appropriate dress and good grooming are expected of all employees.

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