

# METROWEST REGIONAL TRANSIT AUTHORITY



## MWRTA Deputy Administrator

### Position Statement

#### Summary

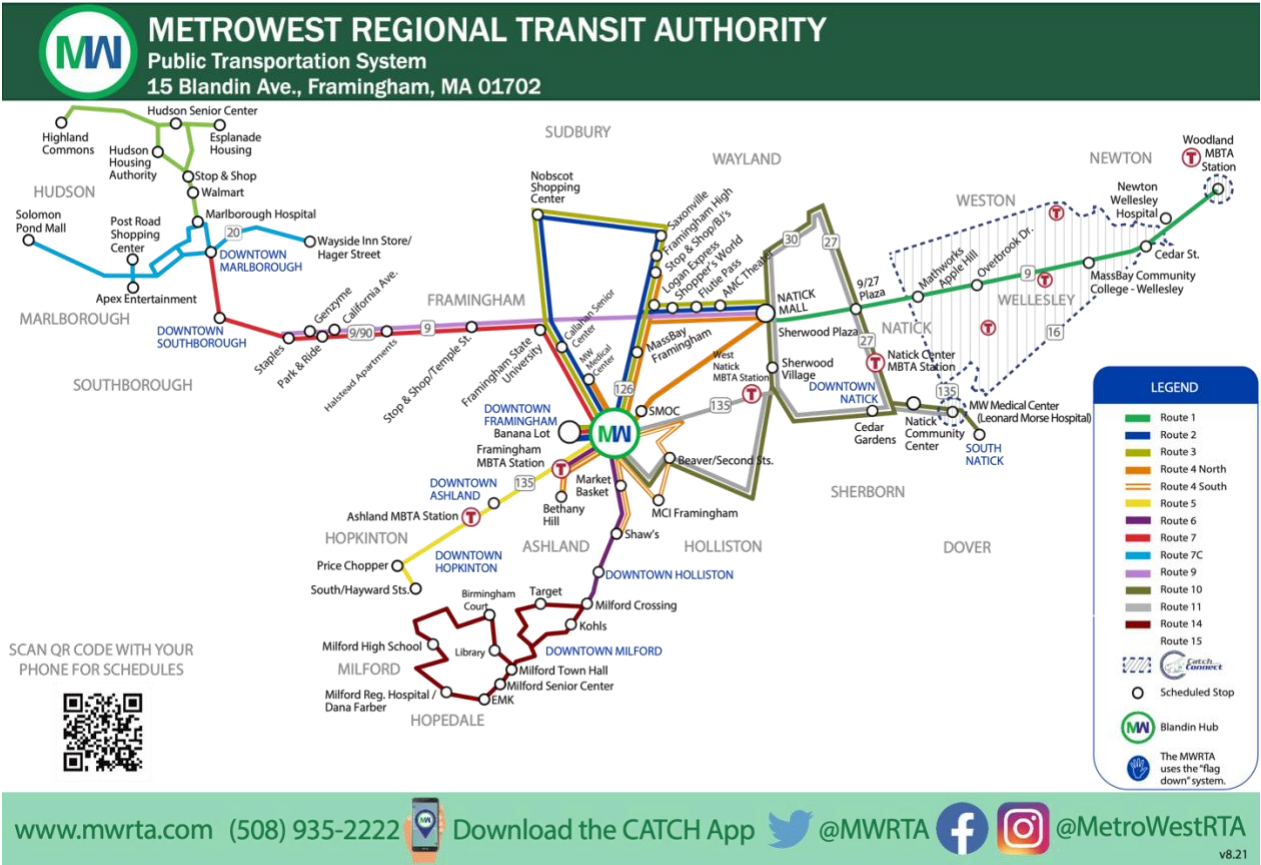
The MetroWest Regional Transit Authority (Massachusetts) is seeking an experienced, professional individual to fill the position of MWRTA Deputy Administrator. Under the direction of the MWRTA Administrator, the Deputy Administrator shall act as the agency's Chief of Staff. The Deputy Administrator shall support the MWRTA Administrator in all operating aspects of the Authority. The position requires senior level management experience, and an in-depth understanding of transportation operations. The MWRTA Deputy Administrator serves as the COO and is responsible for oversight of the operations at the Authority, including management of contract and agency staff, transit service, call center, maintenance, and facilities. The Deputy Administrator will have knowledge of, and organizational skills relating to, the overall operations of a public transportation authority.

#### Background

The [MetroWest Regional Transit Authority](#) (MWRTA) was formed in 2006 and began service on July 1, 2007, with a commitment to deliver expanded public transportation service to the business and commercial hubs across the MetroWest region. The goals and purpose of the MWRTA are exemplified in its mission statement: "Build a public transportation system to deliver convenient and dependable service that enhances mobility, environmental quality and economic vitality in the region." The MWRTA Administrator serves as the CEO and is responsible for the day-to-day affairs and operations of the Authority.

The MWRTA is governed by an Advisory Board made up of one member from each of the 16 member communities and a member representing the disabled community. The Advisory Board is responsible for policy decisions and general oversight of MWRTA'S administrative operations.

The service area of the MWRTA consists of the cities of [Framingham](#) and [Marlborough](#), and the towns of [Ashland](#), [Dover](#), [Holliston](#), [Hopedale](#), [Hopkinton](#), [Hudson](#), [Milford](#), [Natick](#), [Sherborn](#), [Southborough](#), [Sudbury](#), [Wayland](#), [Wellesley](#), and [Weston](#).



### Organization

MWRTA operates a total of fourteen [Fixed Bus Routes](#) with detailed schedules and tracking information available. MWRTA also provides several [Commuter Shuttles](#) serving specific areas and locations. MWRTA has contracts with National Express (WeDriveU), for providing both fixed route service, ADA paratransit service, and Dial-a-Ride service in several towns. The MWRTA provides on-site management of the Framingham Intermodal located in downtown Framingham at the MBTA Commuter Rail Station.

Various programs provided by MWRTA include Demand Response, MetroWest Ride (ADA Transit), [CATCH Connect](#), and Dial-a-Ride. The MWRTA works in cooperation with several Councils on Aging (COAs) and other non-profits to provide senior and disabled transportation for towns in the MetroWest area.

The MWRTA is expanding services, with a focus on fixed routes and MicroTransit through state- and grant-funded programs.

## **The Role of the Deputy Administrator**

The Deputy Administrator shall support the MWRTA Administrator in all operating aspects of the Authority. The position requires senior level management experience, and an in-depth understanding of transportation operations. The MWRTA Deputy Administrator serves as the COO and is responsible for oversight of the operations at the Authority, including management of contract and agency staff, transit service, call center, maintenance, and facilities. The Deputy Administrator will have knowledge of, and organizational skills relating to, the overall operations of a public transportation authority. The Deputy Administrator shall act as the agency's Chief of Staff. Duties include, but are not limited to:

- Serves as primary support to the Administrator and acts on behalf of the Administrator in his/her absence.
- Serves as Chief Safety/Risk Management Officer and Chief of Staff for the Authority.
- Manages and oversees all service and operations contracts.
- Assists in overseeing implementation of all policies and procedures related to service delivery.
- Ensures ADA and Title VI compliance.
- Manages and oversees public complaints/feedback.
- Construction project oversight.
- Other related duties as assigned by the Administrator.

## **Education, Experience, Knowledge and Skills:**

- A four-year college degree in business administration, finance, public administration, or closely related field. A master's degree is preferred. Or in lieu of the degree, the equivalent senior public transit management experience.
- Five to 10 years of experience in transportation operations.
- Knowledge, experience, and understanding, of public transportation services.
- Knowledge of the principles and practices of public administration, public procurement, and design and delivery of transportation services for the general public through multiple modes.
- Ability and initiative to make daily operational decisions and to perform highly responsible managerial tasks.
- Ability to interpret a variety of detailed and complex instructions, correspondence, and memos.
- Ability to work independently and as part of an executive team.
- Ability to make effective public presentations and attend public events on behalf of the Authority, as well as to effectively present information in one-on-one and small group situations.
- Knowledge and experience with modern software systems (i.e. Microsoft Office, Google products, etc.)
- Experience with Grants, Procurement, and Government Audits preferred, but not required.
- Valid Massachusetts driver's license and acceptable driving record.

## Compensation

Starting annual salary of \$100,000-\$120,000, commensurate with qualifications, education, and experience. A competitive and attractive benefits package, including health and dental coverage and retirement benefits (pension) through the [City of Framingham's Retirement System](#), is part of the compensation package.



## How To Apply

Interested applicants should send a cover letter and résumé, in confidence, via email to:

**[Apply@communityparadigm.com](mailto:Apply@communityparadigm.com)**

**Subject: MWRTA Deputy Administrator**

Submit a single PDF containing both cover letter and résumé. Position is Open Until Filled with a first round of résumé reviews on February 18, 2025. Résumés will be reviewed according to the outlined experience, education, and qualifications. Applicants chosen to interview for the position will be contacted by Community Paradigm Associates. Finalists will be asked to submit references and for approval of background reviews before their name is advanced to the MWRTA Administrator for final interviews.

Questions regarding the position should be directed to:

Ray Santilli, Senior Associate  
Community Paradigm Associates  
[RSantilli@CommunityParadigm.com](mailto:RSantilli@CommunityParadigm.com)  
781-775-7442

*The MetroWest Regional Transit Authority (MWRTA) is an Equal Opportunity/ Affirmative Action Employer and complies with ADA Requirements.*