



MAINE TURNPIKE AUTHORITY

Job Description

Job Title: Chief Administrative Officer
Pay Range: Management/Confidential 27
Reports To: Executive Director

Department: Executive
FLSA Status: Exempt

Summary

Reporting to the Executive Director, the Chief Administrative Officer (CAO) oversees all human resources (HR) functions, customer service operations, communications, and performance analysis for the Authority. The CAO also plans, directs, and coordinates the overall administrative operations of the MTA within the guidelines set by the Executive Director and the Authority Board of Directors. This includes providing executive level oversight of all HR activities and setting the strategic direction, planning, coordination, administration, and evaluation of these functions in alignment with Maine Turnpike Authority goals. The CAO also provides strategic leadership by articulating HR and Customer Service needs and plans to the Executive Director and the Authority Board of Directors, including policy development, implementation, and strategic planning. This position is responsible for coordinating high-level special projects, and providing operational guidance and leadership to subordinate Directors.

Essential Job Functions

These functions reflect management's assignment of essential duties; it does not prescribe or restrict all the tasks that may be assigned.

- Advises the Executive Director on decisions regarding public policy, strategic initiatives, and new programs.
- Works closely with Executive Director, other senior managers, and directors to implement MTA's overall strategic plan and to manage day-to-day business.
- Serves as on-site executive for the Authority in the absence of the Executive Director, Chief Operating Officer, and Chief Financial Officer.
- Works with the Executive Director and subordinate directors to maintain a sound plan of corporate organization, establishing policies to ensure adequate management development and to provide for capable management succession.
- Develops and maintains procedures and controls to promote communication and adequate information flow throughout the MTA either directly or through subordinates.
- Establishes operating policies consistent with the Executive Director's and MTA Board's policies and objectives and ensures their execution.
- Ensures that all Human Resources and Customer Service activities and operations are carried out in compliance with local, state, and federal regulations and laws governing these aspects of MTA operations.
- In concert with the Director of Human Resources, negotiates collective bargaining agreements, which are then subject to Authority approval.
- Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood, working collaboratively toward achieving MTA goals and objectives.
- Directs all human resources and employee relations programs, policies, and initiatives based on best practices and evaluation of personnel trends.
- Advises management staff on HR-related legal and regulatory matters and ensures HR programs, practices and policies are aligned.
- Provides interpretation and guidance concerning HR-related policies, procedures, collective bargaining agreements, laws and regulations, conflict resolution, reclassifications, corrective actions, discipline, and termination.
- Serves as an advisor to the Executive Director and Authority Board, engaging in direct communications on key human resources matters, researching and preparing reports as required.
- Leads development, administration and maintenance of the classification and compensation system and collaborates with the Executive Director, CFO, and COO in determining staffing compensation and needs.
- Identifies ways to increase staff recruitment, retention and productivity, including strategies to enhance employee engagement, employee development, company culture, and competitive compensation in support



of the MTA as an “employer of choice.”

- Provides executive direction to the MTA Customer Service Department, developing and implementing new methods to improve the running of EZPass programs, including recommending changes in EZPass Programs that will increase efficiency, lower costs, and increase patron satisfaction.
- Leads MTA’s efforts to increase EZPass penetration, including decisions about discounts and plans and interoperability with other facilities.
- Ensures training of all Customer Service staff and personally oversees training of department supervisory staff.
- Manages large financial and operational projects to meet short and long-range goals, in collaboration with MTA departments and outside vendors.
- Leads the Director of Communications and Government/Public Relations in the development of a successful marketing plan for EZPass and other public relations mailings.
- Performs other special projects and duties as assigned.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations under applicable law may be made to enable qualified individuals to perform these essential functions.

Supervisory Responsibilities

- Directly supervises the Director of Human Resources, Director of EZPass Operations, and exercises administrative support for the Director of Communications and (future) Director of Metrics and Analysis; will establish and supervise metrics and analytics functions for the Authority.
- Responsible for the overall direction, coordination, and evaluation of these units.
- Responsible for staff succession planning.
- Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood.

Position Qualifications

- Master’s degree (M.A.) or equivalent; Bachelor’s degree and extensive relevant, professional experience in addition to the minimum required may be considered.
- 10+ years’ related communications, labor relations, employee relations, or customer service experience and/or training, or equivalent combination of education and experience.
- Certification as an HR professional desirable (e.g., PHR, SHRM-CP, SPHR or SHRM-SCP); willingness to obtain such credentials may be required.
- Specific training in: Business Administration, Public Administration, or Communications preferred.
- Extensive knowledge of municipal, state and federal human resource laws, rules, regulations, and procedures, employee health and benefits, workers’ compensation, unemployment, labor relations, and safety programs preferred.
- Strong knowledge of Federal Wage and Hour Laws, FLSA, FMLA, Workers Compensation and other Federal and State employment laws desirable.
- Knowledge of public personnel administration theories, principles, and practices.
- Broad-based knowledge of advanced administrative management principles.
- Strong communications and computer skills.
- Ability to read, analyze, and interpret complex documents.
- Ability to respond effectively to sensitive inquiries or complaints.
- Ability to write speeches and articles using original or innovative techniques or style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and boards of directors.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Able to handle confidential information with a high level of discretion and establish and maintain essential



records and files.

Working Conditions/Physical Demands

- Regularly required to sit for prolonged periods of time.
- Often required to stand, walk, and use hands to operate the keyboard of a personal computer and other office equipment.
- Occasionally must lift and/or move up to 10 pounds.
- Specific vision abilities include close visual acuity and to adjust focus quickly.
- Professional office work environment with occasional travel to other work sites where there may be exposure to outside weather conditions and/or locales with mechanical equipment that may emit fumes.
- Normal hours of work are eight (8) hours per day, forty (40) hours per week, Monday to Friday, though this position is subject to working some non-routine hours; must be available to come in early or work late on occasion.
- Requires ability to travel.