



## MAINE TURNPIKE AUTHORITY

### Job Description

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

**Department:** Operations  
**FLSA Status:** Exempt

#### **Summary**

Reporting to the Executive Director, the Chief Operations Officer is responsible for the oversight, management, and strategic planning for day-to-day operations of engineering, construction and maintenance work, and physical safety and security of the turnpike. The COO will implement physical maintenance and growth strategies into daily operations to meet MTA's objectives, defined by the Executive Director and Authority Board. Responsibilities include the direct oversight of four departments: Highway & Equipment Maintenance, Building Maintenance, Security, Traffic Safety & Motorist Services, and Engineering. The Environmental Services Coordinator & Operations Coordinator are also direct reports to the COO.

#### **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.**

- Works with MTA's general engineering consultant to: Develop the annual facility improvement program for existing infrastructure; develop back up materials to support the annual RM Deposit; create and maintain annual update to the 4-year capital investment plan; keep the 30-year asset model up to date; and assist in the planning of major capacity improvement and expansion projects.
- Provide input to consultant general conditions and contractor supplemental specification changes during updates.
- Works closely with engineering department and other departments as needed to successfully implement annual capital program.
- Through subordinates, maintains quality and quantity of work for assigned engineering staff and consultants and manages fluctuating workloads therein.
- Works closely with Executive Director, other senior managers, and directors to implement MTA's overall strategic plan and to manage day-to-day business.
- Consistent with Authority Board direction, assists and provides leadership in implementation and coordination of key projects initiatives within the MTA.
- Represents the MTA as needed (with legal counsel assistance) regarding regulatory/legal agreements, contractor or consultant claims, and litigation.
- Ensures that all Highway & Equipment Maintenance, Building Maintenance, Engineering, and Security, Traffic Safety & Motorist Services activities are carried out in compliance with local, state, and federal regulations and laws governing these aspects of turnpike operations.
- Provides direction on policy and procedure initiatives and changes within Operations including succession planning.
- Evaluates the results of project operations regularly and systematically and reports these results to the Executive Director and MTA Board.
- Works closely with Maine D.O.T. & N.H. D.O.T. upper management and staff to foster good inter-agency communication and coordination on various projects and programs.
- Participates in industry/professional association boards and committees/task forces, often assuming major leadership roles, including the International Bridge, Turnpike and Tunnel Association, Association of General Contractors, American Society of Civil Engineers and American Public Works Association.
- Provides relevant information and recommendations to the MTA Board and makes technical/policy presentations in public forums as needed.
- Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood, working collaboratively toward achieving MTA goals and objectives.
- Scope, scale and details of duties may be modified in accordance with the needs of MTA.
- 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 Engineering (Chief Engineer), Director of Highway & Equipment Maintenance, Director of Building Maintenance, Director of Security, Traffic Safety & Motorist Services, Environmental Services Coordinator, and the Operations Coordinator.
- Responsible for the overall direction, coordination, and evaluation of these units.
- Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood.

### **Position Qualifications**

- Bachelor's degree in Civil Engineering or Construction Management or related field; Master's degree preferred.
- 10+ years' recent, progressively responsible experience in Engineering, Surveying, Construction Management and/or Facilities Operations/Maintenance in a key managerial/supervisory role.
- 5+ years' experience managing technical and supervisory personnel.
- Maine Licensure as a Professional Engineer or Registered Land Surveyor.
- Possess and maintain a valid and unencumbered State of Maine Class C driver's license; accompanied by a thorough knowledge of motor vehicle laws, rules and regulations governing the use of the Turnpike.
- MEMA's Emergency Operations Center (EOC) credentialing in Incident Command and EOC basic training, including Federal Emergency Management certifications ICS100, ICS200, ICS700, ICS800 & AWR942.
- Considerable knowledge of the investigation, design and construction of highways, bridges and structures as a basis for proper maintenance.
- Considerable knowledge of the sources of engineering information as well as contemporary knowledge of building materials, concrete and bituminous products.
- Ability to develop and maintain effective working relationships with employees at all levels and outside professionals and interest groups, including consultants, vendors, contractors, and the public.
- Demonstrated skills in customer service and public relations, with the ability to be diplomatic, and to demonstrate industry knowledge and technical expertise in sometimes difficult situations.
- Proficiency in MS Office and experience with engineering software (Blue Beam preferred).
- Excellent written and verbal communication skills, including 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 exercise sound judgement, make decisions, and meet goals and objectives.
- Ability to evaluate public works functions and draw conclusions to improve systems and functions.
- Ability to comprehend and administer state laws and regulations, including but not limited to Department of Labor, Occupational Safety & Health, Federal Motor Carrier Safety Administration, Environmental Protection Agency, as well as the latest edition of the Manual Uniform Traffic Control Devices.
- Ability to manage multiple department budgets and finances, as well as analyze and assess a variety of financial reports including projections, traffic and use data, and trend analyses.
- Considerable knowledge of winter maintenance operations including modern practices and familiarity of equipment and materials used for snow removal and ice control on a major highway.
- Considerable knowledge of building trade standards, requirements, and codes, and ability to monitor for quality and compliance in carpentry, electrical, plumbing, heating, ventilation, and air conditioning fields.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence.



**Working Conditions/Physical Demands**

- Prolonged periods of sitting at a desk and working on a computer.
- Requires close visual acuity and ability to adjust focus quickly.
- Frequently required to stand, communicate, and listen intently.
- Frequently required to walk, use hands to manipulate, handle or feel; reach with hands and arms; and stoop, kneel, crouch or crawl.
- Regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.
- Professional office work environment with occasional travel to other work sites where there may be exposure to outside weather conditions, uneven ground, tight spaces, heavy equipment in operation 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 some non-routine hours; must be available to come in early or work late on occasion including weekends, especially during winter storms or major incidents.
- Requires ability to travel.