



E-470 Public Highway Authority
22470 E. Stephen D. Hogan Parkway, Suite 100
Aurora, CO 80018
303.537.3700 Phone
303.537.3472 Fax

Adams County
Arapahoe County
Aurora, CO
Brighton, CO
Commerce City, CO
Douglas County
Parker, CO
Thornton, CO

Position Opening

JOB TITLE:

Director of Operations

E-470 OVERVIEW:

E-470 Public Highway Authority is a dynamic 47-mile toll road on the eastern perimeter of the Denver Metro area that serves its customers as well as providing back-office tolling services for all other toll facilities in the State of Colorado. E-470 strives to provide top-notch customer service, improve safety, and save time for our drivers while being Colorado's one-stop-shop for tolling.

JOB FUNCTION:

The Director of Operations provides operational and strategic leadership, management, and vision necessary to ensure that the Authority has the proper operational controls, administrative and reporting procedures, and people systems in place to implement long-term strategic vision and goals that drive growth, continuous improvement, safety, quality, and customer satisfaction for the Authority's 5 million users. The Director of Operations, implements, coordinates, plans for, and evaluates the business operations of the Authority.

OBJECTIVES:

- Collaborate with executive leadership in setting and driving organizational vision, operations strategy, tactical execution and hiring levels
- Develop departmental strategy in alignment with the overall organizational strategy and translate into actionable steps for improvement, implementing department-wide goal setting, performance management, and annual operations planning
- Oversee company tolling operations and employee productivity as well as contractor productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met
- Ensure effective recruiting, onboarding, professional development, performance management, and retention
- Implement business strategies and plans that align with the short- and long-term objectives developed in tandem with the Executive leadership team
- Manage capital and operating budgets and expenses aggressively to ensure that the company achieves targets for customer service, efficiency and cost management
- Monitor performance with defined metrics and take corrective measures when necessary, and prepare detailed updates and forecasts
- Build and maintain trusting relationships with key customers, clients, partners, and stakeholders



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JOB DUTIES:

- Ensure compliance with national and local business regulations, monitoring legislative changes and take appropriate action when necessary
- Collaborates with other departments to carry out the organization's goals and objectives
- Identifies, recommends, and implements new processes, technologies, and systems to improve and streamline organizational processes and use of resources and materials
- Ensures that departmental decisions and project plans such as those for staffing, development, organization, material efficiency, hardware acquisitions, and facilities are in line with the organization's business plan and vision
- Establishes, communicates, and implements operations-related policies, practices, standards, and security measures to ensure effective and consistent support and execution
- Assumes full management responsibility for all department services and activities; recommends and administers procedures. Serves as primary Operations resource for the PHA
- Coordinating efforts with other departments of the Authority, set requirements for and manage the procurement, installation, testing, maintenance and modification of the Toll Collection system (TCS)
- Coordinating efforts with other departments of the Authority, establish scopes of work and levels of service to negotiate, procure, manage and administer specific contracts for customer services, public safety services, and toll systems & ITS equipment maintenance and advertising, marketing and public relations services
- Directs and manages the development and implementation of departmental goals, objectives, and priorities for each assigned service and/or operational area; oversees the development and implementation of plans related to departmental services and operations
- Represent the Authority at external agency or coalition key meetings on a regular basis including board meetings, special meetings, regular update, or coordination meetings and gather information relevant to the Authority's tolling services provided. If multiple meetings conflict, delegate to other qualified staff that can represent the Authority with support of senior management
- Administers assigned contracts; prepares and publishes complex request for proposals; selects proposals for award of contracts; negotiates contracts with external professional service providers and vendors; monitors work progress and ensures adherence to project schedules and budgets
- Confers with local, state, and federal agencies and consults various data sources concerning regulatory compliance and requirements for operations department activities.
- Assist the Executive Director/legal counsel in coordination with senior management to coordinate legal document negotiations and execution of various types with external agencies (task orders, tolling services agreements, intergovernmental agreements, etc.)

Experience:

- 15 years of leadership experience
- 5 years of Experience in an executive leadership role managing and mentoring multiple layers of management.
- Experience leading teams of 50 or more people
- Experience in examining and understanding business implications is required



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- Experience presenting to a Board of Directors and facilitating Board Committee Meetings
 - Understanding of advanced business planning and regulatory issues, (Lean Six Sigma tools a plus)
 - Solid grasp of data analysis and performance metrics
 - Experience leading coordination of various stakeholders (e.g., contractors, government agencies, and the public)
 - Experience working in a range of business areas (e.g., information technology, marketing, etc.)

Education or Formal Training:

- Bachelor's degree required; Advanced degree preferred in Business, Public Administrations, Organizational Management, Information Technology, or related field required
- 10 years of senior level management and contract administration experience preferably in a transportation or toll road environment with 5 years of executive level leadership experience

Job Type: Full-time

- Pay: Up to \$225,000.00 per year

Benefits:

- Group Medical, Dental, Vision, Life Insurance, Short- and Long-Term Disability
- Retirement plan
- Paid time off
- Professional development/ Tuition reimbursement