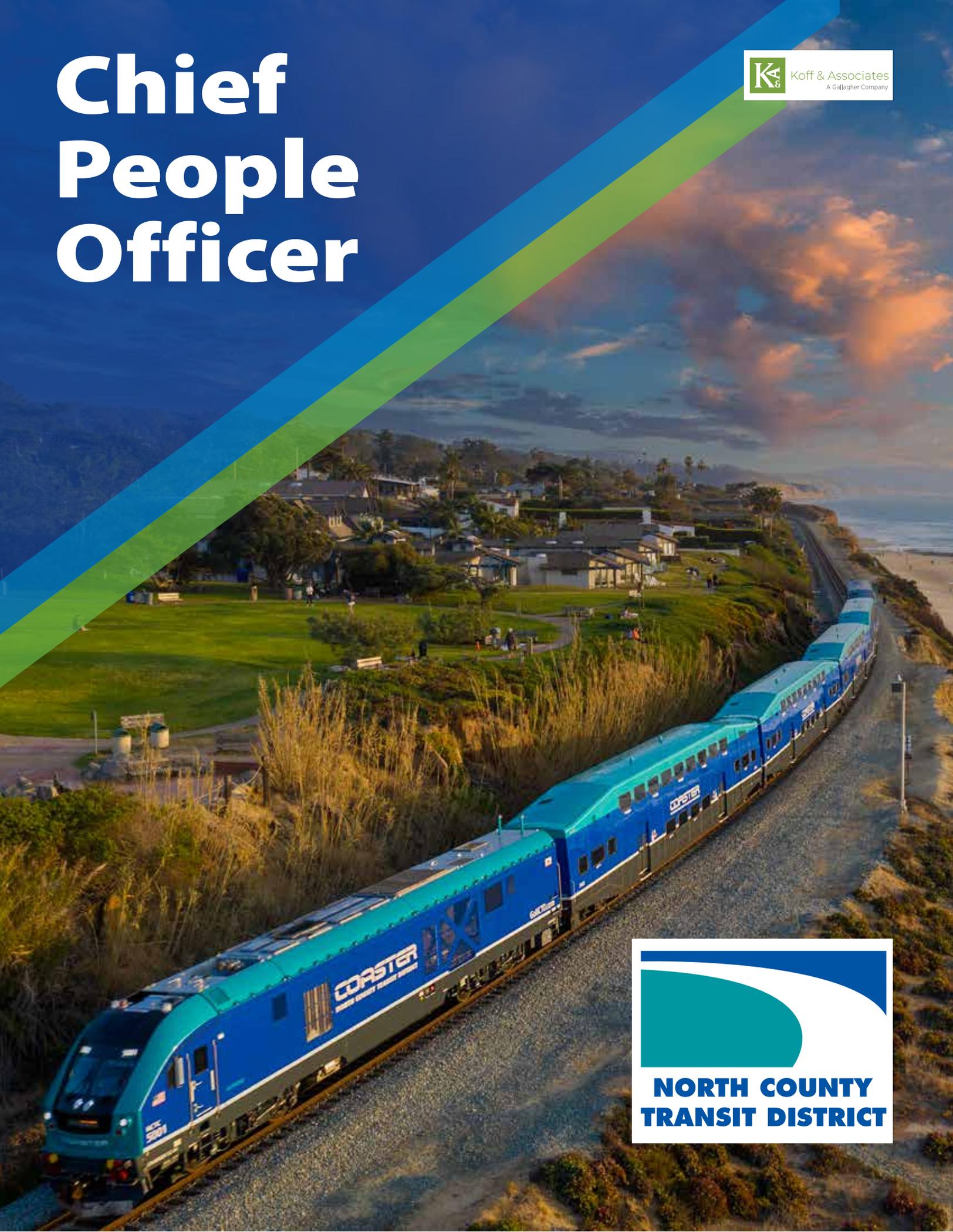


# Chief People Officer





## NORTH COUNTY TRANSIT DISTRICT

Since its inception in 1975, the North County Transit District (NCTD) has been helping people get where they need to be. By providing public transportation for North San Diego County, the District has been able to serve more than 10 million passengers every year.

**Mission:** North County Transit District's mission is to operate an environmentally sustainable and fiscally responsible transit network that provides seamless mobility for all while achieving organizational and operational excellence.

**Vision:** North County Transit District envisions a comprehensive transit and mobility system that connects all North County San Diego residents and visitors to a healthy, economically vibrant, and thriving region.

### THE REGION

Anchored by historic Highway 101 and with near perfect weather, this stretch of California coastline has some of the best surfing anywhere in the world and a laid-back, SoCal vibe all its own. Here you'll find plenty of dining options and shopping opportunities including the Cedros Avenue Design District, the Carlsbad Premium Outlets, several upscale malls and unique, local boutiques. North County has everything from five-star fare at Addison to authentic traditional Mexican food, along with craft brew tasting rooms, urban wineries, and seaside watering holes. If you're looking for outdoor adventures in San Diego, the north region has plenty. From hiking and horseback riding in Los Peñasquitos Canyon Preserve and stand-up paddle boarding and kayaking in Carlsbad Lagoon, to biking along the coast, or sport fishing, whale watching or surfing, from La Jolla to Oceanside outdoor enthusiasts are sure to be entertained.

The North County Coastal region is also home to some of San Diego's top attractions, including LEGOLAND California, Sea Life Aquarium and LEGOLAND Water Park, the Flower Fields at Carlsbad, and the Del Mar Fairgrounds, host to the Del Mar Fair from mid-June to early July, followed by the Del Mar Thoroughbred Racing season. There's also the San Diego Botanic Garden for a look at native flora and fauna. At the eastern border of North County, you'll find the San Diego Zoo Safari Park, Las Vegas style Indian Casino Gaming and plenty of great wineries and local breweries. San Diego's North County Coastal and Inland regions are also a paradise for golfers, with over 40 diverse courses to choose from. Graced by cooling breezes from the Pacific Ocean, the Arnold Palmer-designed Park Hyatt Aviara and Tom Fazio-designed Fairmont Grand Del Mar golf courses are uniquely sculpted around the natural landscapes and native vegetation. San Diego's North region puts you just an hour from Disneyland, yet still close to Downtown San Diego where the museums of Balboa Park, the San Diego Zoo, Gaslamp Quarter and SeaWorld San Diego are easy to reach.

North County is home to several excellent K-12 schools as well as colleges and universities which include Cal State University - San Marcos, Palomar Community College, and MiraCosta Community College, with UC San Diego and Cal State University - San Diego just minutes away.

#### NCTD will achieve this by:

- Placing service to our customers first.
- Ensuring the safety and security of our employees and customers.
- Delivering high-quality transit services.
- Developing and maintaining facilities that sustain and promote current and future transportation services.
- Securing adequate revenue, protecting our assets, and getting the maximum return on the public investment.
- Working in partnership with our communities and other stakeholders.
- Encouraging innovation, creativity, and leadership.

#### NCTD services include:

- **COASTER Commuter Rail** - The COASTER began in 1995 as a means of added connectivity within San Diego County providing train service north and south between Oceanside and downtown San Diego. More than 190 trains operate each week taking passengers along the coastal corridor.
- **SPRINTER Hybrid Rail** -The SPRINTER is a hybrid rail train that runs east and west between Escondido and Oceanside. A total of 455 trains run every week.
- **BREEZE Bus System** - BREEZE buses provide public transportation for a population of more than 849,000 people in North San Diego County. What is now known as the BREEZE began in 1976 when NCTD was established and acquired the municipal bus systems serving Escondido and Oceanside.
- **FLEX On-Demand** - The NCTD FLEX has two different service models: deviated fixed-route and point-deviated fixed-route. FLEX deviated fixed-route service has a set schedule and route but can deviate from the route up to 3/4 of a mile to pick-up or drop-off customers. FLEX point deviated fixed-route has a set schedule and can deviate to certain points along the route. FLEX 371 is a point-deviated fixed-route between Escondido and Ramona and will deviate to designated areas along the route.

- **LIFT Paratransit** - LIFT vehicles provide origin-to-destination service for people with disabilities who are unable to use BREEZE buses or rail due to their disability and have been certified for eligibility, as required by the Americans with Disabilities Act (ADA). Service is available for trips within ¾ mile of fixed bus routes or SPRINTER rail stations.

## THE POSITION

Reporting to the Chief Executive Officer, the Chief People Officer (CPO) is responsible for managing and overseeing all aspects of human resources activities in general personnel management, including compensation, benefits, employer/employee relations, labor relations and negotiations, recruitment and selection, classification, and the drug and alcohol program. The CPO ensures human resources functions are conducted in accordance with all applicable federal, state, and local laws, rules, and regulations. Experience and expertise in federal and state employment regulations, EEO guidelines, recruiting and selection practices, and principles of human resources management is highly beneficial, as well as a knowledge of labor rules and regulations.

### Essential functions include but are not limited to:

- Identifies, recommends, and implements internal policies, organizational structures, work processes, and management practices to improve the use of human resources (HR) throughout NCTD.
- Shape NCTD's people strategy, including hiring practices, leadership development and training programs.
- Identifies applicable labor/employment laws, rules, and regulations impacting the HR function. Collaborates with the Office of General Counsel staff to ensure proactive, compliance-focused efforts throughout the District.
- Serve as Drug and Alcohol Program Manager/Designated Employer Representative; ensures District and any covered contractors comply with applicable FTA, FRA and FMCSA regulations as it relates to the drug and alcohol program.
- Leads labor relations matters between the District and labor unions, including providing support and assistance to supervisors on labor relations issues.



- Provides advice and represents NCTD in discussions with officials, employee organizations, public and private agencies, and community organizations.
- Presents information relative to issues pending before the Board of Directors, particularly with regard to personnel, benefits, organizational development, and labor relationships.
- Directs the development, management, and administration of all employee benefit programs.
- Develops and implements department goals, objectives, policies, and priorities for staff and assigned area of responsibility.

## THE IDEAL CANDIDATE

The Chief People Officer embodies innovation, approachability, and ethical leadership, and possesses outstanding customer service and managerial skills. The ideal candidate will have a thorough understanding of employment-related laws and regulations pertaining to public/represented employees and exhibit the highest moral character to foster transparency and accountability within the organization. The role calls for a results-driven individual who can work seamlessly with staff at all levels, including executive leadership, bargaining units, and elected officials, to establish succession planning and employee development programs collaboratively.



## Key Skills, Attributes and Characteristics

- Ability to create and maintain good working relationships through excellent communication and teambuilding skills, including the ability to engage successfully with district department heads and staff.
- Expert knowledge of federal and state employment regulations, EEO guidelines, recruiting and selection practices, and principles and theories of human resource management.
- Strong knowledge of labor relations rules and regulations.
- Ability to maintain confidentiality and handle difficult situations with diplomacy and tact.
- Strong analytical and critical thinking skills; ability to gather, organize, analyze, and present data to appropriate sources.
- Ability to interpret and apply local, state, and federal rules and regulations accurately and effectively.
- Exceptional communication skills, both verbal and written, including the ability to prepare and deliver clear and concise reports.
- A professional level of expertise and ability to demonstrate use of high-level discretion and judgment in execution of duties.
- Ability to manage and maintain simultaneous, transitional, and emerging priorities.

## QUALIFICATIONS

Considerable education, and progressively responsible human resources experience in a transportation-related field which may include, but is not limited to:

- Bachelor's Degree in human resources, business administration, industrial psychology, organizational behavior, or related field required.
- A minimum of 15 years of human resources experience, including experience in a unionized environment, with a minimum of 7 years of management and supervisory experience.
- Experience in the transit industry and/or public sector agencies is highly desirable, but not required.

### Certificates/Licenses

- Certification by the Human Resources Certification Institute preferred. (Professional in Human Resources – PHR or Senior Professional in Human Resources - SPHR).

## SALARY AND BENEFITS

**The salary range for the CPO is \$148,486 – \$244,940.**

**An Excellent benefits package for this position includes:**

- **Retirement is with CalPERS** – NCTD participates in the CalPERS retirement program with a benefit formula of 1.5% @ 65 for PEPRA new members. Benefits are calculated based on your age at retirement, the number of years of service credit with CalPERS and the average of your monthly compensation over the past 36 months (36 months average highest hourly pay rate). The current employee contribution rate each payroll is 4.75% for new members.

- **Medical Insurance** – NCTD offers a rich variety of HMO and PPO plans to choose from and contributes towards your monthly medical premiums.
- **Dental Insurance** – NCTD offers two different dental plans for employees and their eligible dependents (HMO and PPO) from a reliable dental insurance provider.
- **Vision Insurance** – NCTD offers vision services for employees and their eligible dependents through a reliable vision insurance provider.
- **457 Retirement Plan** – In addition to the CalPERS retirement plan, NCTD offers a voluntary 457 defined contribution for which NCTD matches employee contributions at the rate of 50%, up to 8% of salary (4% maximum match).
- **Administrative Holidays** – Nine (9) recognized paid holidays per year: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, and Christmas Day.
- **Paid Time Off (PTO)** – 216 hours per year (27 days)
- NCTD also offers Life Insurance, Long Term Disability Insurance, Flexible Spending Account Plan, Transportation Passes, among its other benefits.

## APPLICATION PROCESS AND RECRUITMENT SCHEDULE

**The final filing date is November 17, 2023.**

To be considered, please electronically submit your resume, cover letter and a list of five professional references (references will not be contacted in the early stages of the recruitment) to: <https://koffassociates.com/chief-people-officer/>

Resumes should reflect years and months of positions held, as well as the size of staff and budgets you have managed.

For additional information, please contact:



**Koff & Associates**  
A Gallagher Company

Joshua Boudreaux  
(510) 901-0044

[Josh\\_boudreaux@ajg.com](mailto:Josh_boudreaux@ajg.com)

Website: <https://koffassociates.com/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the executive recruiter. Koff & Associates will report the results to the District. The District will then select candidates who will be invited to participate in a formal interview process. Extensive reference and background checks will be completed on the selected candidate.

