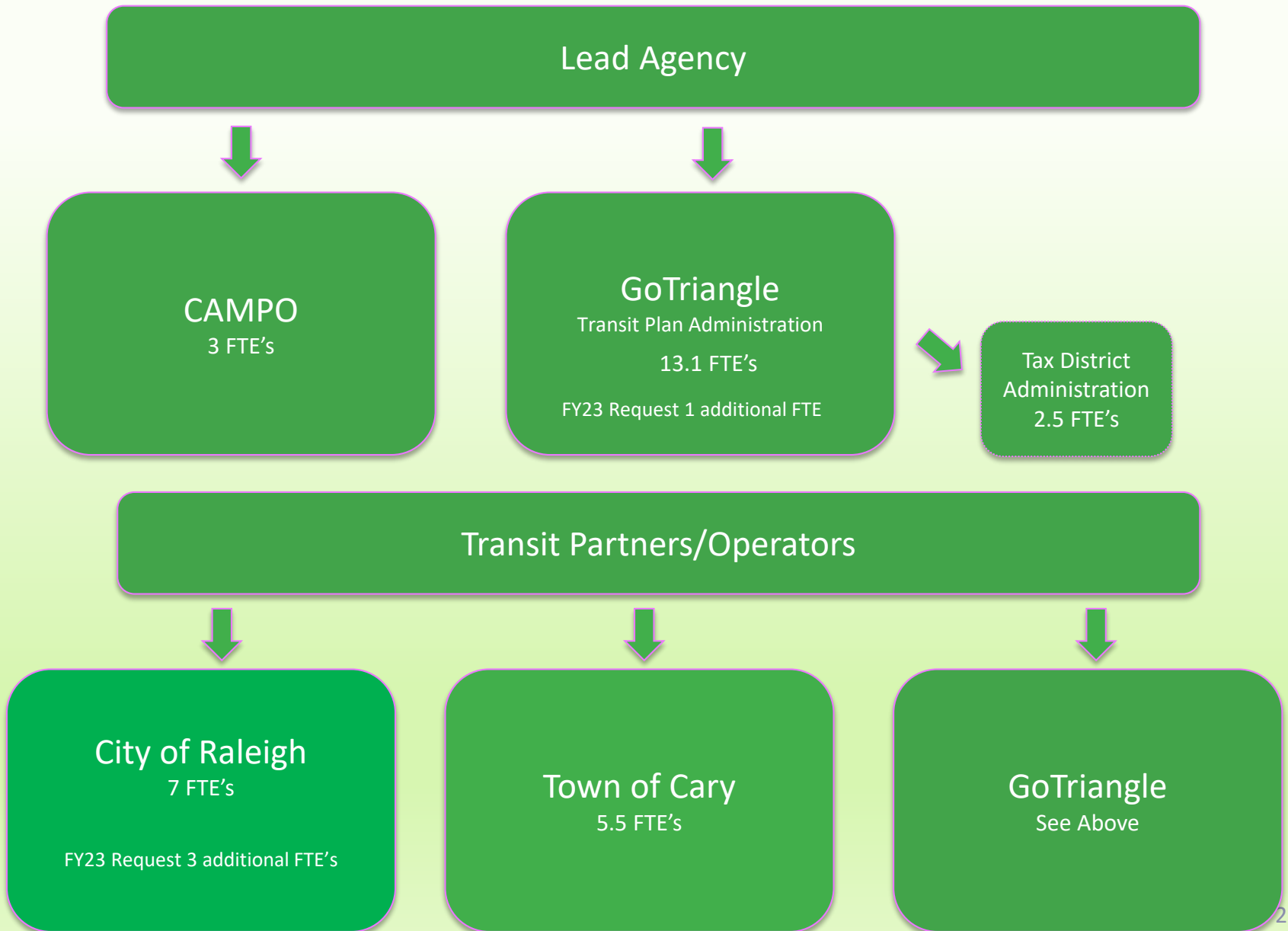


**GO FORWARD**  
A COMMUNITY INVESTMENT IN TRANSIT

Wake Transit Plan – Staff Responsibility

# Wake Transit Plan – Staff Allocation



# Wake Transit Plan – GoTriangle Staff Allocation

<u>Work Plan Category</u>	<u>Equivilant FTE</u>
Tax District Administration	2.5
Transit Plan Administration	13.1
<b>Total FTE's</b>	<b>15.6</b>

<u>Transit Plan Project</u>	<u>Equivilant FTE</u>	<u>Project Code</u>
Tax District Administration Finance Team	2.5	TO001-F
Regional Technology Integration	0.6	TO002-Y
Public Engagement Team	3.5	TO002-AT
Communications Coordinator	1.0	TO002-AU
Transit Service Planner	1.0	TO002-A2
Project Implementation Director	0.6	TO002-S
Project Implementation Staff	4.5	TO002-AQ
Wake Transit Program Coordinator	0.5	TO002-T
Paralegal	1.0	TO002-R
Performance Data Analyst	0.4	TO002-U
<b>Total</b>	<b>15.6</b>	

# Wake Transit Plan – GoTriangle

## What we do



**Financial** - Collect, Invest, Report and Manage - \$120M Annually in Revenues and growing



**Operating** – Project sponsor of 14 Bus Operation categorized projects



**Capital** – Project sponsor of over 20 Capital Projects / \$~45M Wake Transit Plan Funding



**Legal** – Wake Transit Agreements, Contracts, Extensions, Real Estate and Support



**Communications / Engagement** – Develop strategic activities, campaigns, content, and tools designed to champion organizational goals. Cultivate effective methods for fostering community relationships and trust through transparent conversations and meaningful connections with all transit stakeholders.



Youth GoPass and Mobile Ticketing lead, Technology integration, Bus performance statistics and Data analytics, Call Center, various technical support and many other task.

# Wake Transit Plan – GoTriangle Staff Key Responsibilities

## Tax District Administration - 2.50 Full Time Equivalent Staff

- Transit Annual Plan Budget Process
- Annual Work Plan coordination
- Invoice reconciliation and payment of Transit Partner invoices
- Revenue Collection and Reconciliation
- Portfolio Management and Investments
- Transit Plan Financial Documents and Strategy
- Budget Ordinance creation and compliance
- Annual Comprehensive Financial Results (Transit Plan Audit)
- Financial Reporting and Reimbursement Process
- Validate deliverables and financials on agreements and exhibit A's
- Financial Modeling for Transit Plan viability
- Coordination with Financial Consultant on all aspects of debt issuance
- Manage financial aspects of agreements for the expansion projects.
- Transit Plan Amendment Process Coordination and Board Presentation
- Financial Modeling for various Transit Plan initiatives and studies
- Financial Compliance to the Adopted Policy and Guidelines
- Coordinate with the TPAC and its sub-committees on financial aspects of transit plan implementation.
- Ongoing coordination and engagement with project sponsor on misc. activities

# Wake Transit Plan – GoTriangle Staff Key Responsibilities

## Transit Plan Administration – 13.1 Full Time Equivalent Staff

- Capital Project Management (oversight, document, regulatory, etc.)
- Capital Project Implementation (Architecture, Design, Engineering, etc.)
- Technical support for bus stop and park-and-ride improvements
- Feasibility analysis and implementation oversight on Capital Projects
- Bus Operations Management (Planning, Liaison, coordination, etc.)
- Coordinate with CAMPO on updates to the multi-year operating program  
Wake Bus Plan Update
- Program Manager for the Wake Transit Bus Plan Update
- Grant and Contract Administration; Procurement
- Concurrence Policy compliance
- FTA / Government policy and guidelines compliance
- Planning and Technical project management team support
- Coordinates with FTA, NCDOT, and local agencies on policy and technical matters related to transit corridor implementation.
- Service planning and implementation
- Coordination on the development of transit service proposals and plans
- Coordinate with Municipalities on various transit related impacts

# Wake Transit Plan – GoTriangle Staff Key Responsibilities

## Transit Plan Administration – 13.1 Full Time Equivalent Staff

- Process Development on Lead Agency initiatives
- Miscellaneous Lead Agency Responsibilities
- Manage, track, monitor service quality metrics and standards
- Complete Bus service standards for TPAC
- Quarterly progress report activities
- Development of reports from Business Intelligence System and Project Management software
- Data analytics and reports
- Youth GoPass administrator
- Draft and provide Operating and Capital Agreements
- Draft language for any proposed and agreed upon Agreements
- Provide fully executed agreements to partners
- Period of performance tracking and agreement adjustments
- Draft and track Exhibit A's
- Project Groupings for Transit Work Plan Agreements
- Miscellaneous Legal and Real Estate Services
- Project level legal services
- Project level real estate services

# Wake Transit Plan – GoTriangle Staff Key Responsibilities

## Transit Plan Administration – 13.1 Full Time Equivalent Staff

- Annual Transit Work Plan Involvement
- Transit Plan Update stakeholder
- Technical and advisory committee representation for transit projects
- Year-End Annual Report Creation
- Manage the Regional technology initiatives across multiple transit agencies
- Public Engagement and Communication Lead Agency responsibilities
- Public Engagement summary for Governing Boards
- Public Engagement / Communication and Marketing lead
- Create and coordinate various Wake Transit Communications
- Oversees maintenance and updating of project websites and social media
- Develop and update Wake Transit communications strategy
- Primary liaison for Wake Transit communications
- Maintain the Wake Transit Contact Database for engagement and outreach
- Review and revise the Public Engagement (PE) Plan and outreach schedule
- Coordinate with transit partners on Wake Transit engagement needs and assistance
- Lead, collect and share public input with project sponsors on various studies and initiatives



# Wake Transit Plan – GoTriangle Staff Key Responsibilities

## Transit Plan Administration – 13.1 Full Time Equivalent Staff

- Create and update checklists, templates and other key resources made available to project sponsors.
- Assist in the creation of information required for various outreach
- Coordination with partners and Municipalities on Wake Transit public Events
- Creation of press release and news articles for various Wake Transit items
- Manages media relations for the Wake Transit Plan
- Miscellaneous media campaign creation to benefit Wake Transit
- Review and provide public engagement plan recommendations for discussion with subcommittees
- Wake Transit Public Engagement Policy compliance
- Compile and evaluate data for the Wake Transit Engagement Calendar
- Public involvement tasks
- Ensures relevant inquiries or concerns are responded to in a timely manner
- Brand Marketing and development of a consistent look and feel for Wake Transit
- Program management of community and customer survey's

GoTriangle - Wake Transit FTE Allocation

**Tax District Administration**

<b>Finance Teams - 2.5 FTE Funding</b>	<b>FTE Charge</b>
Budget & Finance Manager	1.0
Senior Financial Analyst	1.0
Finance Administrative Support Technician	0.5
AP Accounting Technician	0% - Support; Under review in IDC
Assistant Director of Finance & Administrative Services	0% - Support; Under review in IDC
Senior Accountant	0% - Support; Under review in IDC
Manager of Finance & Accounting Systems	0% - Support; Under review in IDC
Budget & Financial Reporting Supervisor	0% - Support; Under review in IDC

<b>Total FTE's</b>	<b>2.5</b>
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**Transit Plan Administration**

<b>Public Engagement Team + Communications Coordinator - 4.5 FTE Funding</b>	<b>FTE Charge</b>
Wake Transit Strategic Communications Coordinator	1.0
Public Engagement Manager	0.5
Public Engagement Specialist	1.0
Public Engagement Supervisor	1.0
Internal Communications Specialist	0.2
Marketing Manager	0.2
Senior Graphic Designer	0.2
Public Relations Manager	0.2
Videographer	0.2
Social Media and Web Specialist	0% - Support

<b>Total FTE's</b>	<b>4.5</b>
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<b>Project Implementation Team + WT Coordinator + Project Director + Service Planner- 6.6 FTE Funding</b>	<b>FTE Charge</b>
Program Coordinator	1.00
Transit Service Planner	1.00
Chief Development Officer	0.60
Transportation Planner	0.47
Project Architect	0.47
Senior Planner	0.47
Project Controls Support Specialist	0.47
Manager of Construction Admin	0.47
Project Engineer	0.47
Manager Planning & TOD	0.47
Capital Projects Engineer	0.47
Senior Planner	0.47
Transit Planning Supervisor	0% - Support
Transit Service Planner	0% - Support
Director of Capital Development	0% - Support
Contracts & Grants Coordinator	0% - Support
Director of DBE.EEO	0% - Support
Procurement Administrator	0% - Support
Contract Administrator	0% - Support

<b>Total FTE's</b>	<b>6.6</b>
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<b>Paralegal - 1.0 FTE</b>	<b>FTE Charge</b>
Paralegal	1.00
Associate General Counsel	0% - Support
Associate General Counsel	0% - Support
Director of Real Estate	0% - Support

<b>Total FTE's</b>	<b>1.0</b>
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<b>Data Analyst - 0.4 FTE</b>	<b>FTE Charge</b>
Data Specialist	0.4
Data Analyst	0% - Support

<b>Total FTE's</b>	<b>0.4</b>
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<b>Regional Technology Manager - 0.6 FTE</b>	<b>FTE Charge</b>
IT Project Manager (Regional Tech Mgr)	0.6

<b>Total FTE's</b>	<b>0.6</b>
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<b>Total FTE Allocation</b>	<b>15.6</b>
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## GoTriangle Job Description

Classification Title: Budget & Finance Manager

Pay Grade: 24 - \$59,887 - \$111,978

FLSA Status: Exempt

Department: Finance & Administration

Supervisor: Chief Financial Officer

EEO Classification: Officials / Administrators

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### GENERAL STATEMENT OF JOB DUTIES

This position focuses on Wake Transit/County initiatives with the primary functions of developing all financial documents and strategy for the Wake Transit Work Plan, partnering with Wake County transit agencies, and partnering with County partners on operating and capital project expenditures and strategies. Incumbent must be able to develop, design, and maintain complex financial models for transit partners use both internally and externally. This position reports to the Chief Financial Officer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop financial documents and strategy for the Wake Transit Work Plan.
- Manage Wake Transit quarterly and annual financial reporting process.
- Partner with Wake County transit agencies on operating and capital project expenditures and strategies.
- Manage Wake Transit quarterly reimbursement process.
- Liaise/work with Transit Partners.
- Develop and design financial models, including financial modeling relating to the big picture of the Wake Transit financial state and smaller, more specific models where the need may arise.
- Budget costs for multiple departments including production costs, raw materials, and labor.
- Assist on the CAFR, and Annual Financial Report presentation.
- Annual report collaboration for both GoTriangle and the Wake Transit Plan; responsible for input and presentations to external stakeholder partners of financial position and successes.
- Provide oversight in the payment of invoices to ensure payments made are in accordance with project-level agreements with project sponsors.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree from an accredited college or university. Master's Degree preferred.
- Five years of progressively responsible experience in the areas of finance, business, economics, or a related field.
- Strong level of interpersonal skills required.
- Strong leadership skills and the demonstrated capacity to lead, mentor, coach and direct teams in the delivery of complex projects.
- Ability to develop program objectives and work independently on several objectives simultaneously.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an office environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

**Physical Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

**EEO Statement:**

GoTriangle is an equal opportunity employer. We are committed to providing equal opportunity and will not discriminate in terms and conditions of employment and employment practices. Decisions are made without regard to race, color, national origin, age, disability, pregnancy, genetic information, gender, sexual orientation, gender identity, marital status, creed, religion, protected veteran and military status or other applicable legally protected characteristics.

**Accommodations:**

GoTriangle is firmly committed to a policy of nondiscrimination in employment and to a program of achieving total equality of opportunity for all applicants. If you require reasonable accommodation because of a disability for any part of the application or hiring process, please contact 919-485-7448. Please indicate the specific assistance needed.





## GoTriangle Job Description

Classification Title: Senior Financial Analyst  
Pay Grade: 22 - \$54,319 - \$101,567  
FLSA Status: Exempt  
Department: Finance and Administration  
Supervisor: Budget & Finance Manager  
EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

This position is responsible for overseeing, planning, and implementing a variety of financial activities including budgeting, forecasting, financial reporting, and assist in GoTriangle's long-term financial planning. This position will support the assessment and financial sustainability of multibillion-dollar transit plans and the collaborative process of aligning strategic objectives with financial capacity.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinate the development of the financial components of the transit plans.
- Provide oversight of the Transit Plan Amendment, Reimbursement and Reporting Process.
- Manage GoTriangle's financial model and developing scenarios.
- Identify financial risks and developing strategies to solve funding challenges.
- Coordinate financial plan submittals for the Federal and Local Administrations.
- Develop financial documents for the annual Transit Work Plan.
- Create quarterly financial reports to help evaluate current projects.
- Monitor performance of the transit plan budget(s), performing revenue forecasts, identifying areas of risk or variance, and recommending actions for mitigation.
- Prepare and deliver financial presentations to a range of audiences including rating agencies, local government boards and key stakeholders.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree or a higher attainment in Business, Accounting, Economics, Finance or similar field. A Master's degree is preferred.
- Five years related experience to include the use of financial models for forecasting, budgeting and planning.
- Debt or grant reporting compliance experience preferred.
- Proven track record of analytical skills, critical thinking skills, and problem solving.
- Experience in using mathematical models for analysis and forecasting is required.
- Strong oral and written communication skills, including the visual depiction of complex ideas.
- Strong presentation skills.
- Expertise with MS Excel and MS PowerPoint.
- Knowledge of ERP systems, including Dynamics 365, is preferred.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an office environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

**Physical Requirements:**

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## GoTriangle Job Description

Classification Title: Financial Administrative Support Technician

Pay Grade: 14 - \$36,765 - \$68,744

FLSA Status: Non-Exempt

Department: Finance and Administration

Supervisor: Chief Financial Officer

EEO Classification: Administrative Support

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### GENERAL STATEMENT OF JOB DUTIES

The Finance Administrative Support Technician is responsible for providing support for the GoTriangle financial operations of Tax Administration activities for Wake, Durham, and Orange counties. This position reports to the Chief Financial Officer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Review and code all invoices related to Wake, Durham, and Orange counties; and submit to approving Finance prime.
- Provide input in budget preparation and results reporting for Wake, Durham, and Orange counties.
- Track invoices and transit services related activities for the three counties.
- Provide financial reports and Dashboard to Chief Financial Officer.
- Prepare, print, and send GoTriangle invoices to customers.
- Generate customer statements and various management reports to internal and external customers.
- Develop and implement standard billing procedures for Go-Pass.
- Work with the Regional Information Center and Operations to troubleshoot deposit and billing issues.
- Ensure that all payments/ lockbox deposits are recorded promptly into the accounting system.
- Manage customer inquiries and contact information.
- Follow up with customers to ensure timely payment of invoices.
- Assist with year- end audit preparation and auditor requests related to accounts receivable.
- Prepare certain month- end reconciliations.
- Update and maintain general ledger transactions, including detailed data entry to ensure clear documentation of all transactions.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree from an accredited community college.
- Two years' experience in an accounting function, preferably in a public sector position.
- Demonstrated strength in financial analysis and problem solving.
- Ability to work independently, in a fast-paced environment.
- Excellent organization and time management skills.
- Exceptional level of interpersonal skills required to effectively communicate with all levels of supervisory and non-supervisory employees and governmental entities.

## Financial Administrative Support Technician

- A working understanding of PCs including the Microsoft Office Packages to include familiarity with accounting systems and proficiency in use of Excel.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an office environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting TTA operating facilities, assuming incumbent is observing all policies and procedures, safety precautions and regulations, and using all protective clothing and devices provided.

### Physical Requirements:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### EEO Statement:

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### Accommodations:

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## GoTriangle Job Description

Classification Title: IT Project Manager  
Pay Grade: 24 - \$59,887 - \$111,978  
FLSA Status: Exempt  
Department: Finance and Administration  
Supervisor: IT Manager  
EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

This position is responsible for managing all aspects of projects including setting deadlines, managing project resources, monitoring and controlling the project deliverables, and interfacing with stakeholders. The Project Manager will maintain overall ownership of the project by driving deliverables to completion. As part of the IT Department, this position will also be responsible for providing on-site and remote technical support and training for GoTriangle employees in day-to-day operations. This position reports to the IT Manager.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as a liaison between GoTriangle and Regional Transit Agencies, concerning technology standards that will assist agencies in the region.
- Leads project planning, budgeting, and scheduling for various technology projects as it relates to project deliverables, goals, and milestones from design to production.
- Support the development and dissemination of cyber security education, training, and awareness materials that provide learning opportunities. Materials may include computer-based training, briefings, newsletters, how-to guides, and web-based products in alignment with the organization's strategic plans.
- Prepares contract specifications, supporting documents, Independent Cost Estimates, Statements of Work and Quality Assurance Plans for services and equipment.
- Defines the project scope.
- Develops resource requirements, risk assessments, cost benefit analysis, project plans, goals, and timetables.
- Acts as the central point of communication for technology projects.
- Works directly with the business and IT teams to implement solutions to satisfy various business challenges and objectives.
- Identifies project risks and plans for risk mitigation and resolution
- Responsible for timelines and deliverables that match project objectives
- Plan, execute, monitor, control, and close all aspects of the project lifecycle.
- In-depth knowledge of the different methodologies and processes for managing projects and of common software development lifecycles.
- Manages project budgets.
- Provides regular reports and project status updates to management.
- Presents project deliverables to the board of trustees or senior management.
- Utilizes project management software including MS Project Management, MS Visio, and other tools to manage projects and facilitate meetings and work sessions.
- Oversees vendor relations and procurement related to projects.

- Works with the procurement and legal departments to make sure all federal, state, and local laws are followed accordingly.
- Assists in the assessment, purchase, and upgrade of all hardware and software.
- Provides telephone, email, and face-to-face technical support for GoTriangle employees.
- Provides hands-on and remote diagnosis and resolution for desktops, laptops, mobile devices, applications, and operating systems.
- Opens tickets and details user problems in the IT Help Desk system.
- Creates and maintains system documentation.
- Provides users training on network security awareness and introduction to new technologies.
- Provides after-hours support as needed during night and weekends.
- Participates in scheduled after-hours network maintenance and upgrades.
- Performs related duties as assigned by the manager.
- Contributes to the IT team by working in a timely and professional manner.

## **MINIMUM QUALIFICATIONS AND REQUIREMENTS**

- Bachelor's Degree in Project Management, Information Technology, or other related field.
- Five years of proven IT project management experience.
- Project Management Professional Certification (PMP) a plus.
- Technical certifications a plus (Network+, CCENT, CCNA, MCITP, MCSA)
- Strong leadership skills.
- Strong technical skills.
- Strong organizational skills.
- Strong time management skills.
- Ability to communicate technical and non-technical information effectively, both orally and in writing to end users.
- Ability to work in a team environment.
- Ability to work independently with little supervision.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### **Working Conditions:**

Works in an environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting GoTriangle operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

### **Physical Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### **EEO Statement:**

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**Accommodations:**

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## GoTriangle Job Description

Classification Title: Marketing Manager  
Pay Grade: 22 - \$54,319 - \$101,567  
FLSA Status: Exempt  
Department: Communications & Public Affairs  
Supervisor: Chief Communications Officer  
EEO Classification: Officials/Administrator

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### GENERAL STATEMENT OF JOB DUTIES

Responsible for developing and coordinating marketing activities for GoTriangle, GoDurham, Wake Transit/GoForward, and GoSmart transportation demand management (TDM) programs and services. The Marketing Manager is responsible for coordinating the planning and implementation of the overall marketing strategy, managing product brands, developing partnerships necessary to meet marketing goals, and supervising support staff and interns.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises marketing team in developing and implementing promotional campaigns to increase ridership on GoTriangle and GoDurham rideshare and transit services, increases awareness and utilization of GoTriangle information and TDM employer services.
- Develops annual marketing plan and budget with the Director, employing social marketing, news media marketing, and traditional marketing techniques.
- Acts as Brand Manager for GoTriangle, GoDurham, and GoSmart ensuring that use of logos, other communications, and organizational actions are consistent with brand messages.
- Coordinates with staff across the organization on the development and use of messages and graphics for marketing activities.
- Coordinates and supervises local and regional photography shoots and use of photographs to create a storehouse of TDM and transit-specific images that can be used by regional stakeholder partners.
- Works with the Director in the development and execution of public relations strategies for building general awareness, supporting promotional campaigns and special events.
- Works with staff and contractors in the updating of websites and various social media accounts.
- Sends reminder emails to partner agencies and uploads events and information at least monthly or as necessary.
- Develops partnerships across the region with employers and community institutions to promote public transportation and rideshare services.
- Communicates marketing strategies to Senior Staff and the Board of Trustees.
- Works with the Communications Officer and other team members to respond to media requests, as needed.
- Supervises the purchase, distribution, and inventory of GoTriangle, GoDurham, and GoSmart promotional items.
- Manages day to day activities of marketing staff.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree from an accredited four-year college, with a major in marketing, advertising, communications, or public relations.

## Marketing Manager

- Five years of related experience, including experience marketing to a racially and ethnically diverse population.
- Graphic design skills in both print and web media.
- Technical skills: Google analytics, Facebook Insights, and online measurement reporting skills; Microsoft Excel skills for inventory and budgeting.
- Demonstrated ability to work effectively in a multi-disciplinary team environment.
- Ability to develop program objectives and work independently on multiple program objectives.
- Creativity; problem-solving abilities; advertisement and campaign idea creation abilities.
- Attention to detail; organizational and time management skills.
- Strong interpersonal skills required to effectively communicate with the general public, major employers, government officials, staff and the media.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided. Job hours of 8am – 5pm with some nights and weekends as needed.

### Physical Requirements:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### EEO Statement:

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### Accommodations:

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## GoTriangle Job Description

Classification Title: Marketing Specialist  
Pay Grade: 17 - \$42,560 - \$79,580  
FLSA Status: Exempt  
Department: Communications and Public Affairs  
Supervisor: Marketing Manager  
EEO Classification: Administrative Support

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### GENERAL STATEMENT OF JOB DUTIES

The Marketing Specialist provides an integral part of the overall marketing efforts and will work to develop and execute marketing plans that increase ridership and awareness of programs offered by GoTriangle and its partners. This position will report directly to the Marketing Manager and work with the entire marketing team to plan, develop and execute on items that are consistent with the creative vision, brand, and mission of GoTriangle.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work closely with marketing manager to create a marketing calendar for each agency and project and then put steps in place to execute on those plans.
- Assist in all outbound and inbound marketing activities.
- Brainstorm and develop ideas for creative marketing campaigns.
- Communicate with team members and provide direction along with marketing manager regarding creative direction required for each agency including but not limited to photography, videography, social media, website and graphic design, content development and event planning.
- Use analytic tools to gauge and report on success of programs, advertising and other means of promotion
- Act as marketing liaison in monthly meetings.
- Manage promotional item orders including getting quotes, working with graphic designer when needed for logos, etc., tracking shipments and communicating expected delivery date.
- Work with Web Content Specialist to make sure all online information is up to date, meets agency standards and is customer friendly.
- Responsible for event assistance and public outreach.
- Ensure all marketing materials produced are reviewed and adhere to brand guidelines.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree from an accredited four-year college in a related field of study.
- Three years of experience in marketing, web or digital communications, public relations, journalism or an equivalent combination of training and experience.
- Creative design experience and familiarity with popular creative suites
- Copywriting/editing experience
- Ability to work well in a fast-paced, collaborative environment
- High level of initiative, effort and commitment toward completing assignments

- Ability to work in a fast paced, deadline driven environment and ability to work well with teams or as an individual contributor
- Excellent verbal and written communication skills
- Highly organized and detail-oriented, ability to prioritize tasks and meet deadlines and work independently and as part of a team.
- Proficiency with Microsoft Office packages.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

**Physical Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

**EEO Statement:**

GoTriangle is an equal opportunity employer. We are committed to providing equal opportunity and will not discriminate in terms and conditions of employment and employment practices. Decisions are made without regard to race, color, national origin, age, disability, pregnancy, genetic information, gender, sexual orientation, gender identity, marital status, creed, religion, protected veteran and military status or other applicable legally protected characteristics.

**Accommodations:**

GoTriangle is firmly committed to a policy of nondiscrimination in employment and to a program of achieving total equality of opportunity for all applicants. If you require reasonable accommodation because of a disability for any part of the application or hiring process, please contact 919-485-7448. Please indicate the specific assistance needed.





## GoTriangle Job Description

Classification Title: Public Engagement Manager

Pay Grade: 22 - \$54,319 - \$101,567

FLSA Status: Exempt

Department: Communications & Public Affairs

Supervisor: Chief Communications Officer

EEO Classification: Officials/Administrators

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### GENERAL STATEMENT OF JOB DUTIES

The Public Engagement Manager is responsible for the strategic planning, coordination, execution and oversight of community outreach / public involvement for large regional transit projects and will lead a public engagement team in the development and coordination of internal and external communications and community engagement in support of large GoTriangle transit projects. This position reports to the Chief Communications Officer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Leads public engagement efforts and serves as a primary engagement outreach liaison for designated areas and projects.
- Develops community engagement / communications strategies, activities, and work plans.
- Oversees the work and development of Public Engagement Supervisor and Associates.
- Attends regular project planning and related internal and external meetings to develop a holistic understanding of key projects.
- Represents GoTriangle as a subject matter expert at external meetings and community events
- Assists the communications team with public information planning as part of the agency's Communications Plan.
- Develops and implements survey and public involvement plans; including vendor and consultant research and management.
- Leads and organizes event-planning for transit public engagement meetings and community events.
- Develops and maintains effective working relationships with corridor community leaders, the business community, transit users and potential transit customers.
- Proactively works with other departments in the coordination of presentations at key stakeholder and community meetings.
- Assists the Chief Communications Officer in preparing and coordinating key project messages, presentations and responses to media inquiries.
- Monitors project related social media and helps with engagement and responses; Assists in developing online content and social media posts.
- Coordinates development and production of informational materials and helps to translate complex concepts and data into understandable communication materials.
- Assists Marketing department in creative concepts for rail information and education campaigns, and materials for rail related projects.
- Monitors local, national and trade media daily for events and occurrences which are likely to create news interest and may require a public response.
- Maintains active working relationship with Communications and Public Affairs team members, employees, board members and Senior Staff.
- Performs related duties as assigned.
- Other duties as assigned.





## MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree in PR, Journalism, Communications, Public Administration, Planning, or a related field.
- Five years of responsible experience in public engagement, public relations, media relations, communications, public affairs, intergovernmental relations, or a related field with a public agency or private company.
- Strong collaboration and leadership skills.
- Ability to effectively present information to diverse groups.
- Ability to create interest in transit projects by taking the complex and making it simple for effective understanding and learning.
- High level of emotional intelligence and interpersonal skills required to communicate effectively and manage complicated relationships.
- Ability to develop program objectives and work independently on several projects simultaneously.
- Ability to multi-task and manage vendors.
- Knowledge of event planning to include sites and facilities selection, budget, event logistics and scheduling techniques.
- Proficient in Microsoft Office applications and social media.
- Ability to speak Spanish a plus.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an office environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

### Physical Requirements:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### EEO Statement:

GoTriangle is an equal opportunity employer. We are committed to providing equal opportunity and will not discriminate in terms and conditions of employment and employment practices. Decisions are made without regard to race, color, national origin, age, disability, pregnancy, genetic information, gender, sexual orientation, gender identity, marital status, creed, religion, protected veteran and military status or other applicable legally protected characteristics.

### Accommodations:

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## GoTriangle Job Description

Classification Title: Public Engagement Specialist I  
Pay Grade: 12 - \$33,347 - \$62,353  
FLSA Status: Non-Exempt  
Department: Community Outreach and Public Engagement  
Supervisor: Public Engagement Supervisor  
EEO Classification: Administrative Support

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### GENERAL STATEMENT OF JOB DUTIES

Works under the Public Engagement Supervisor, based in the Public Engagement department, to support public engagement activities required for various programs. This position works in conjunction with various staff members to carry out communication strategies and tactics to ensure that the Public Engagement team executes the Public Engagement/Community Relations plans and processes accordingly. This position reports to the Public Engagement Supervisor and will support the establishment and maintenance of relationships with project stakeholders that include public officials, property owners and businesses affected by projects.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assisting staff with various community outreach and public engagement activities.
- Assisting, organizing and planning public meetings, information sessions, and special events.
- Recruiting community volunteers; organizing events and public meetings.
- Supporting the Ambassadors program
- Coordinating graphics for newsletters, brochures, print media and public meetings.
- Collecting data and producing print materials.
- Supporting project staff that coordinate outreach events and other programs as assigned.
- Assisting in analyzing data to determine the effectiveness of public outreach strategies.
- Assisting with updating content for project websites and maintaining social media platforms.
- Maintaining e-mail, excel tables and lists.
- Keeping the community informed of events and public workshops.
- Assist in conducting Focus Groups and interviews.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree in Journalism, Public Administration, Public Affairs, and Communications or a related field or commensurate experience required.
- Having the ability to work independently and in team environment, sometimes on weekends and evenings in order to engage the community.
- Must have the ability to understand and communicate complex ideas to diverse audiences.
- Strong writing, public speaking and public relations skills required.
- Spanish speaking proficiency preferred.
- Experience in website content development, social media content management and working or volunteering with grass-roots organizations.
- Must have the ability to work independently and display time-management skills.
- Working knowledge and proficiency of basic spreadsheet and Microsoft Office packages is required

- Must have an exceptional level of written, visual and oral communication skills to effectively communicate with the marketing audience

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an environment where there is minimum exposure to dust, noise, or temperature. May moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products and chemical while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

**Physical Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

**EEO Statement:**

GoTriangle is an equal opportunity employer. We are committed to providing equal opportunity and will not discriminate in terms and conditions of employment and employment practices. Decisions are made without regard to race, color, national origin, age, disability, pregnancy, genetic information, gender, sexual orientation, gender identity, marital status, creed, religion, protected veteran and military status or other applicable legally protected characteristics.

**Accommodations:**

GoTriangle is firmly committed to a policy of nondiscrimination in employment and to a program of achieving total equality of opportunity for all applicants. If you require reasonable accommodation because of a disability for any part of the application or hiring process, please contact 919-485-7448. Please indicate the specific assistance needed.



## GoTriangle Job Description

Classification Title: Public Engagement Supervisor  
Pay Grade: 18 - \$44,688 - \$83,559  
FLSA Status: Non-exempt  
Department: Communications and Public Affairs  
Supervisor: Public Engagement Manager  
EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

The Public Engagement Supervisor is responsible for the oversight of day-to-day functions of the public engagement team members and coordination, execution, and management of community outreach / public involvement for large regional transit projects. This position reports to the Public Engagement Manager.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees the day-to-day work and development of assigned team members.
- Establishes performance goals and metrics for all direct reports; evaluates performance.
- Maintains departmental project schedule.
- Manages vendor and consultant relationships.
- Leads daily public engagement efforts and serves as backup to the manager as a primary engagement outreach liaison for designated areas and projects.
- Provides technical support to and collaborates with the manager in developing community engagement / communications strategies, activities, and work plans.
- Attends regular project planning and related internal and external meetings as assigned to develop a holistic understanding of key projects.
- Serve as a PE subject matter expert at external meetings and community events.
- Assists the communications team with public information planning and logistics.
- Assists in developing and implementing survey and public involvement plans; including vendor and consultant research and management.
- Coordinates event-planning activities for transit public engagement meetings and community events.
- Develops and maintains effective working relationships with corridor community leaders, the business community, transit users and potential transit customers.
- Proactively works with other departments in the coordination of presentations at key stakeholder and community meetings.
- Assists in development and production of informational materials and helps to translate complex concepts and data into communication materials that can be understood by diverse populations.
- Maintains active working relationships with Communications and Public Affairs team members, employees, board members and Senior Staff.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree in PR, Journalism, Communications, Public Administration, Planning, or a

related field

- Three years of related experience.
- Knowledge of transit scheduling and operations preferred.
- A good driving record and a valid NC driver license.
- Ability to work some nights and weekends.
- Ability to lift and carry up to 50lbs.
- Ability to work outside for multiple hours at a time during all seasons.
- Demonstrated competencies in customer service and ability to work with the public, in person and over the phone.
- Experience with the maintenance of databases and quality control.
- Ability to work independently on several program objectives at once.
- Exceptional level of interpersonal skills to effectively communicate with staff and the general public.
- Ability to communicate effectively orally and in written form with government entities, staff, vendors, and the general public.
- Proficiency with Microsoft Office packaged.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Work environment is a combination of indoor office environment and outdoor facilities where there is exposure to dust, noise, and/or extreme temperatures. There will be some exposure to construction and maintenance hazards, including fumes, caustic fluids and materials, malfunctioning equipment and tools, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided. Position requires the ability to work outside for multiple hours at a time during all seasons. Physical effort will periodically require bending, heavy lifting, reaching and carrying, and climbing.

**Physical Requirements:**

**Sedentary Work:** Exerting up to 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

**EEO Statement:**

GoTriangle is an equal opportunity employer. We are committed to providing equal opportunity and will not discriminate in terms and conditions of employment and employment practices. Decisions are made without regard to race, color, national origin, age, disability, pregnancy, genetic information, gender, sexual orientation, gender identity, marital status, creed, religion, protected veteran and military status or other applicable legally protected characteristics.

**Accommodations:**

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## GoTriangle Job Description

Classification Title: Public Relations Manager

Pay Grade: 20 - \$49,269 - \$92,124

FLSA Status: Exempt

Department: Communications and Public Affairs

Supervisor: Chief Communications Officer

EEO Classification: Officials/Administrators

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### GENERAL STATEMENT OF JOB DUTIES

Public Relations Manager will play a primary role in crisis communications and media relations including: working with journalists to gather and provide information and multimedia elements, support staff with interviews and serve as a spokesperson for print and broadcast interviews, and create, promote and host media opportunities including news conferences. This position assists with public records requests and organizational publications. Will report to the Chief Communications Officer and work closely to define, create and implement key communications strategies and plans, while supervising at least two communications employees to help execute those plans and strategies. This position will work closely with the Marketing Manager, Community Engagement Manager and other members of the communications, marketing, public engagement, creative teams, and senior staff to gather and produce high-quality, effective communications and media relations plans and material.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervising employees and leading efforts related to GoTriangle's internal and external communications plans.
- Working with a variety of resources to identify key messages, stories, subject matter experts and visual/ multimedia elements to tell GoTriangle's story and keep customers and the public informed.
- Writing/Editing news releases, blog posts, scripts and other material.
- Work with the Chief Communications Officer to develop and implement effective communication plans and campaigns and lead the process of monitoring, evaluating and shaping strategies to ensure we are effectively reaching our key audiences in a meaningful way.
- Working closely with the Director, Social Media Specialist, Creative and Marketing teams to develop and implement cross promotional products
- Cultivate relationships with journalists and work to support effective media relations plans and events
- Support staff in developing and producing presentations, speeches and preparation for interviews
- Serve as a spokesperson and play a key role in crisis communications
- Use analytic tools to measure success of communication products.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree from an accredited four year college or university preferably with a major in communications, public relations, journalism or English.
- Five years or more experience in communications, public relations, journalism or an equivalent combination of training and experience.



- The incumbent will be highly proficient in writing, copyediting and verbal/ presentation skills with proven experience in writing for multiple platforms and effective media relations and crisis communications and will have previous experience managing people and/or projects in a fast-paced work environment.
- Strong writing (AP style), news judgement, organizational skills and the ability to multitask in a fast-paced environment are a must.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Primarily works in an office environment where there is minimum exposure to dust, noise, or temperature extremes. At times, may be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities and external meetings, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

**Physical Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

**EEO Statement:**

GoTriangle is an equal opportunity employer. We are committed to providing equal opportunity and will not discriminate in terms and conditions of employment and employment practices. Decisions are made without regard to race, color, national origin, age, disability, pregnancy, genetic information, gender, sexual orientation, gender identity, marital status, creed, religion, protected veteran and military status or other applicable legally protected characteristics.

**Accommodations:**

GoTriangle is firmly committed to a policy of nondiscrimination in employment and to a program of achieving total equality of opportunity for all applicants. If you require reasonable accommodation because of a disability for any part of the application or hiring process, please contact 919-485-7448. Please indicate the specific assistance needed.





## GoTriangle Job Description **\*\*\*NEEDS REVIEW\*\*\***

Classification Title: Senior Graphics Designer  
Pay Grade: 17 - \$42,560 - \$79,580  
FLSA Status: Exempt  
Department: Communications and Public Affairs  
Supervisor: Marketing Manager  
EEO Classification: Professional

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### GENERAL STATEMENT OF JOB DUTIES

Performs complex technical graphic work assisting the Marketing Manager in the creation of promotional campaigns and the production of supporting materials, including posters, brochures, promotional products, and websites, and related work assigned for GoTriangle, GoDurham, GoForward, DATA, and Bull City Connector. Work is performed under supervision of the Marketing Manager and **will oversee the daily work of the Social Media & Web Specialist.**

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops, maintains and designs style guides and brand usage.
- **Develops strategies, supports, and is responsible for the overall execution of all websites.**
- Coordinates the design, content and production of collateral pieces including brochures, business cards, promotional materials, posters, event displays, advertisements, and special campaign promotions.
- Works on universal transit schedule design both on the website and in print.
- Supervises production and distribution of all GoTriangle, and DATA, promotional items, such as pens, t-shirts, etc.
- **Maintains the GoTriangle, GoDurham, GoForward, RUSBus, and DATA websites; updates website content including news and alerts, transit schedules, service change information, special events, promotions.**
- Works with staff to troubleshoot problems with trip planner or transit schedules.
- Works with Call Center Manager and/or other call center staff to address top concerns.
- Changes, updates or plans website updates to ensure most used content is easy to access.
- Works with appropriate staff in the design and printing of route brochures, informational brochures, and flyers for Transit services, as necessary.
- Works with the Director and Marketing Manager to provide graphics for presentation materials
- Provides technical expertise and training to other marketing staff on graphic design.
- **Manage and authorize website users.**
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree in graphic design, marketing, advertising, communications, public relations, or related field and considerable experience, or equivalent combination of education and experience.
- Three years of related experience required.
- Thorough knowledge of standard office equipment and related hardware and software.
- General FTP and web server knowledge.



- Exceptional level of interpersonal skills needed to work effectively in teams.
- Exceptional level of written, visual and oral communication skills required to effectively communicate with the marketing audience.
- Thorough graphic design skills in both print and web media.
- Thorough skill using Adobe Illustrator, InDesign and Photoshop or comparable design software.
- Thorough skill using basic HTML, XML Files, CSS, and Dreamweaver or comparable web design software.
- Thorough skill completing pre-press preparation for print jobs.
- Thorough organizational and time management skills.
- Thorough knowledge of ADA compliant styles.
- Ability to develop program objectives and work independently on several program objectives at once.
- Ability to use creativity.
- Ability to solve problems relative to the scope of this position
- Ability to create advertisement and campaign ideas.
- Ability to display attention to detail.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

This work is sedentary and requires little to no exertion of force; work regularly requires speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).

### Physical Requirements:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### EEO Statement:

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### Accommodations:

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## GoTriangle Job Description

Classification Title: Wake Transit Strategic Communications Coordinator

Pay Grade: 19 \$46,923 - \$87,737

FLSA Status: Exempt

Department: Communications & PA

Supervisor: Chief Communications Officer

EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

The Wake Transit Strategic Communications Coordinator plays an integral role in ensuring that program-level communications about Wake Transit funded activities are being communicated to program partners, community stakeholders, and the general public. This position reports directly to the Chief Communications Officer and works in close collaboration with the GoTriangle management team and Wake Transit program staff.

This position is responsible for developing and implementing the Wake Transit Communications Work Plan and associated policies and procedures to effectively accomplish task assignments. The position will assist with developing and implementing public engagement and communications strategies related to Wake Transit funded plans, programs, and projects.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop and execute communication programs to continuously educate and inform the community of Wake Transit program activities and accomplishments
- Provide general communications support and services.
- Create and disseminate general Wake Transit program information, news, educational materials, etc.
- Track and report on public engagement and communications activities.
- Develop and execute the communications related components of the Wake Transit Annual Work Plan engagement strategy and other engagement strategies.
- Collaborate with cross-functional teams, internal and external, to coordinate and implement the Wake Transit Communications Plan.
- Develop and maintain effective working relationships with staff, partners, community and business leaders, media contacts, and other stakeholders.
- Create and monitor Wake Transit communication platforms to ensure information displayed is consistent, accurate, and current.
- Track and assist in quality control oversight in the development and production of program informational materials.
- Translate complex concepts and data into communication materials that can be understood by diverse audiences.
- Work as a liaison to the marketing, communications, creative and community engagement team to identify needs and develop strategies in support of Wake Transit initiatives.
- Meet with partners to understand scope, key messages, and design needs.
- Other tasks as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree from an accredited four year college, with a major in marketing, advertising, communications, or public relations.
- Three years' experience coordinating community relations, communications and/or marketing programs.

- Project management training experience strongly preferred.
- Real-world experience in planning, managing, and executing clients' communication initiatives.
- Experience managing multiple accounts and establishing and meeting client expectations.
- Experience working with social media platforms, including, but not limited to Facebook, Twitter, YouTube, Instagram, and LinkedIn.
- Knowledge of Digital Marketing current best practices and understanding of Digital production processes.
- Experience developing and executing programs and plans.
- Ability to manage and work independently on several assignments at once.
- Strong analytical and organizational skills.
- Exceptional level of interpersonal skills needed to lead and work effectively as part of a team.
- Strong written and oral communication skills required to effectively communicate with audiences throughout the community.
- Proficiency with Microsoft Office packages.
- Experience with copyediting, writing press releases, producing news articles, web content, and a variety of print materials.
- High level of initiative, effort, and commitment toward completing assignments efficiently.
- Commitment to quality.
- Excellent verbal and written communication skills.
- Organized and detail-oriented with the ability to effectively prioritize tasks and meet deadlines and work independently and as part of a team.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

**Physical Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

**EEO Statement:**

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**Accommodations:**

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## GoTriangle Job Description

Classification Title: Transportation Planner

Pay Grade: 20 - \$49,269 - \$92,124

FLSA Status: Exempt

Department: Planning and Capital Development

Supervisor: Manager of Planning & TOD

EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

The Transportation Planner is responsible for supporting the development of plans for regional public transportation investments and major capital transit projects, and helping to align those transit projects with land use plans and Transit-Oriented Development (TOD) opportunities in Triangle municipalities. Activities include but are not limited to outreach, coordination, research and analysis, project planning, project management, and other similar functions. This position reports to the Manager of Planning & TOD.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supports agency participation in the comprehensive, coordinated and continuous transportation planning process, including representing the Agency in formal and informal technical coordination with MPOs, NCDOT, TJCOG, local jurisdictions, and other partners.
- Participates in the development of regional transit and transportation plans, including plans for rail and other high-capacity transit, regional and local bus services, and related capital investments.
- Participates in the preparation of federally required documents for implementation of transit capital projects, including National Environmental Policy Act (NEPA) documentation, Capital Investment Grants (CIG) and other discretionary grant documentation, and other documents as assigned.
- Supports agency participation in review of site plans, rezoning cases, and transportation projects to obtain outcomes consistent with best practices for transit-supportive design, including, but not limited to: safety, ADA compliance, transit operations, reliability, customer experience, and general best practices for universal design.
- Executes bus infrastructure planning efforts including maintenance of bus stop conditions database, bus stop improvement prioritization, transit emphasis corridor planning, and park-and-ride program and bus transfer facility planning.
- Develops and facilitates the implementation of rail and other high-capacity transit station and station area development plans for the regional transit system.
- Works with regional stakeholders including MPOs and NCDOT on the continued development and improvement of the Triangle Regional Model (TRM) and other regional transit forecasting tools. Develops plans for conducting fieldwork and data collection for On Board surveys and Travel Diaries in support of the regional transportation model. Leads travel forecasting activities and oversight of consultants for major transit capital projects.
- Supports significant sub-components of major transit capital projects, including disciplines such as land use entitlement and joint development programs.
- Works with local communities and stakeholders in developing plans and policies such as neighborhood plans and zoning ordinances that support transit-oriented development and Agency projects.
- May supervise consultant work.
- Develops materials and makes presentations to the GoTriangle Board of Trustees, other elected and appointed Boards, business, community and other groups.

- Maintains effective working relationships with technical, administrative staff and elected officials of regional local governments and appropriate State and Federal officials.
- Supports development and implementation of community workshops and conferences.
- Performs a variety of advanced professional/consultant activities in the Triangle Region.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS AND REQUIREMENTS**

- Bachelor's degree from an accredited four-year college. Coursework in Transportation Planning, Urban Planning, Environmental Planning, Engineering, Architecture, Public Administration, Public Policy, or related field is desirable.
- Two years of experience in related field.
- Experience in a local, state, or federal transportation agency, local land use planning organization, consulting firm, or related field is desirable.
- General understanding of planning, financing, implementing, and organizing a regional transportation planning program. Particular experience in transit planning is desirable.
- Ability to work independently on several program objectives at once.
- Interpersonal skills required to effectively communicate with government officials, staff, and the general public.
- A working understanding of PCs including the Microsoft Office Packages.
- Experience using GIS is preferred.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### **Working Conditions:**

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting GoTriangle operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

### **Physical Requirements:**

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, properties, construction sites, and potential properties during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

### **EEO Statement:**

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### **Accommodations:**

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indicate the specific assistance needed.



## GoTriangle Job Description

Classification Title: Senior Planner  
Pay Grade: 23 - \$57,036 - \$106,645  
FLSA Status: Exempt  
Department: Planning and Capital Development  
Supervisor: Manager of Planning & TOD  
EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

The Senior Planner is responsible for supporting the development of plans for regional public transportation investments and major capital transit projects, and helping to align those transit projects with land use plans and Transit-Oriented Development (TOD) opportunities in Triangle municipalities. Activities include but are not limited to outreach, coordination, research and analysis, project planning, project management, and other similar functions. This position reports to the Manager of Planning & TOD.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Leads agency participation in the comprehensive, coordinated and continuous transportation planning process, including representing the Agency in formal and informal technical coordination with MPOs, NCDOT, TJCOG, local jurisdictions, and other partners.
- Prepares scopes of work, supports the procurement of planning consultants, and supervises consultant work.
- Leads agency participation in the development of regional transit and transportation plans, including plans for rail and other high-capacity transit, regional and local bus services, and related capital investments.
- Develops and coordinates the preparation of federally required documents for implementation of transit capital projects, including National Environmental Policy Act (NEPA) documentation, Capital Investment Grants (CIG) and other discretionary grant documentation, and other documents as assigned.
- Coordinates agency participation in review of site plans, rezoning cases, and transportation projects to obtain outcomes consistent with best practices for transit-supportive design, including, but not limited to: safety, ADA compliance, transit operations, reliability, customer experience, and general best practices for universal design.
- Manages bus infrastructure planning efforts including maintenance of bus stop conditions database, bus stop improvement prioritization, transit emphasis corridor planning, and park-and-ride program and bus transfer facility planning.
- Develops and facilitates the implementation of rail and other high-capacity transit station and station area development plans for the regional transit system.
- Works with regional stakeholders including MPOs and NCDOT on the continued development and improvement of the Triangle Regional Model (TRM) and other regional transit forecasting tools. Develops plans for conducting fieldwork and data collection for On Board surveys and Travel Diaries in support of the regional transportation model. Leads travel forecasting activities and oversight of consultants for major transit capital projects.
- Manages significant sub-components of major transit capital projects, including disciplines such as land use entitlement and joint development programs.

- Develop plans for data collection and conduct field work for internal efforts. Develop methodologies for GIS analysis and prioritization.
- Works with local communities and stakeholders in developing plans and policies such as neighborhood plans and zoning ordinances that support transit-oriented development and Agency projects.
- Develops materials and makes presentations to the GoTriangle Board of Trustees, other elected and appointed Boards, business, community and other groups.
- Maintains effective working relationships with technical, administrative staff and elected officials of regional local governments and appropriate State and Federal officials.
- Supports development and implementation of community workshops and conferences.
- Prepares scopes of work for planning contracts and supports the procurement of planning and financial services consultants. Reviews contract Requests for Proposals (RFPs) for accuracy and participates in the selection of planning consultants; supervises consultant work.
- Performs a variety of advanced professional/consultant activities in the Triangle Region.
- Other duties as assigned.

## MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree from an accredited four-year college. A Master's degree or coursework in Transportation Planning, Urban Planning, Environmental Planning, Engineering, Architecture, Public Administration, Public Policy, or related field is desirable.
- Five years of progressively responsible experience in a local, state, or federal transportation agency, local land use planning organization, consulting firm, or related field.
- Thorough understanding of planning, financing, implementing, and organizing a regional transportation planning program. Particular experience in transit planning is desirable.
- Ability to develop program objectives and work independently on several program objectives at once.
- Exceptional level of interpersonal skills required to effectively communicate with government officials, staff, and the general public.
- A working understanding of PCs including the Microsoft Office Packages.
- Experience using or overseeing use of GIS is preferred.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting GoTriangle operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

### Physical Requirements:

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**Accommodations:**

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## GoTriangle Job Description

Classification Title: Program Coordinator  
Pay Grade: 25 - \$62,881 - \$117,577  
FLSA Status: Exempt  
Department: Planning and Capital Development  
Supervisor: Director of Capital Development  
EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

The Program Coordinator is a key member of the agency's capital planning and project delivery teams, charged with facilitating cooperation and productive partnering, promoting schedule and budget adherence, and fostering timely resolution of conflicts. This position is responsible for managing coordination with GoTriangle's government, institutional, and private partners as required to plan, administer, and deliver the agency's regional transit capital program. This position also works closely with the Chief Development Officer and staff responsible for planning and project delivery, and conducts research, leads initiatives, and helps drive special projects. This position reports to the Director of Capital Development.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as a liaison to Wake Transit implementation partners and is responsible for Wake Transit providing public engagement and communications work, legal services, financial/budgeting services, and short-range regional planning services.
- Builds positive relations and maintains effective working relationships with technical staff, administrative staff and elected officials of regional local governments, regional partners and staff at state and federal agencies.
- Leads the capital planning and project delivery team's coordination efforts with city, county, and state agencies and institutional and private partners.
- Coordinates activities and manages interfaces between the agency's consultants/contractors and third parties.
- Develops and implements reporting mechanisms to track and maintain accountability for agency progress on commitments to third parties, and third-party progress on commitments to the agency
- Provides support in oversight of GoTriangle staff and consultant teams as it relates to the delivery of capital projects.
- Coordinates and executes logistics for meetings, including creating agendas, coordinating logistics and materials, inviting guests, taking minutes, and following up on action items.
- Creates presentations, summaries and other materials to ensure better communication and understanding of GoTriangle capital programs.
- Monitors project budgets and schedules.
- Fosters collaboration across multiple agency departments to exchange and synthesize information.
- Ensures the Chief Development Officer has all necessary background information, project details, and prep materials for meetings and speaking engagements.
- Prioritizes and completes confidential and time-sensitive tasks.
- Other duties as assigned.

## MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree or higher from an accredited four-year college in a technical discipline such as Business, Engineering, Public Administration, Public Policy, Planning or related field.
- Five or more years of progressively responsible work experience.
- Two or more years of experience implementing project/program management strategies and procedures.
- Outstanding communication, interpersonal and leadership skills.
- Must be a self-starter with exceptional professional judgement, capable of working with limited supervision and general autonomy, and independently identifying and appropriately solving and/or referring problems.
- Able to quickly learn new technical content and communicate complex technical concepts to non-technical audiences.
- Detail-oriented with excellent organizational skills and adherence to deadlines.
- Able to communicate effectively with managers, employees, customers, and partners.
- Excellent organizational and time-management skills.
- Proactive problem solver and experience sufficient to successfully perform the essential duties of the job.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an office environment where there is minimum exposure to dust, noise, or temperature extremes.

### Physical Requirements:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

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## GoTriangle Job Description **\*\*\*NEEDS REVIEW\*\*\***

Classification Title: Project Architect  
Pay Grade: 24 - \$59,887 - \$111,978  
FLSA Status: Exempt  
Department: Planning and Capital Development  
Supervisor: Manager of Transit Design & Construction  
EEO Classification: Professional

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### GENERAL STATEMENT OF JOB DUTIES

This position performs a variety of professional architectural duties during the lifecycle of capital projects including, but not limited to, support of planning, project development, design, construction and closeout. Provides administration of various architectural projects and services; including but not limited to, oversight and/or coordination of consultants, contractors, and other professional and technical services firms. Ensures work quality and adherence to governing standards, policies, guidelines, and specifications; and performs related duties as assigned. This position reports directly to the Manager of Transit Design and Construction.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepares architectural designs, specifications, costs and quantity estimates for capital projects; performs architectural rendering, computer simulations and building information modeling.
- Provides support during the source selection process for various professional-services procurements.
- Prepares and/or reviews architectural design, preliminary cost estimates and analyses for assigned projects.
- Assists in the establishment of schedules and methods for providing architectural design oversight for capital projects.
- Monitors work activities to ensure compliance with established policies and procedures; evaluates proposed changes to approved plans and specifications.
- Recommends approval of and submits contractor's progress payment applications; performs audits of contractor and suppliers to ensure adherence to established policies procedures.
- Prepares a variety of reports and correspondence on project matters including field and design engineering changes, and correspondence with the contractor on fulfillment of requirements.
- Discusses and reviews project design or activities with assigned staff and other affected project personnel, and coordinates with engineering disciplines.
- Maintains awareness of progress on assigned design projects to ensure compliance with designated time and cost schedules.
- Assists engineers with the interpretation of plans and resolution of problems during project development, design review or monitoring and control of construction work.
- Conducts field inspections; ensures compliance with specifications upon request.
- Coordinates the development of architectural elements for capital projects with institutions, federal, state, and local governments and others with jurisdiction over areas that may be impacted by the respective projects.
- Assists in the development of environmental documents and project reporting requirements.
- Works on the development of materials for presentation to the GoTriangle Board of Trustees, other elected and appointed officials and stakeholders, and government agencies; and makes recommendations and presentations on architectural and related matters as assigned.

- Other duties as assigned.

## MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's Degree from an accredited four-year college or university in Architecture or related design field. **Master's degree preferred.**
- Licensed to practice Architecture in the State of North Carolina is required.
- Five years of progressively responsible experience in project management including architectural planning, design, cost estimating, scheduling, and implementation of complex public facilities and other large projects. Experience working in a transit system environment is preferred.
- Professional experience should include project management, architectural design and implementation of complex public facilities.
- Experience working with local institutions, government agencies and other entities having jurisdiction over capital projects, on the planning and design review, coordination and presentation of architectural plans and related project elements.
- Highly effective verbal, written, analytical, problem-solving, planning and negotiating skills.
- Exceptional level of interpersonal skills required to effectively communicate with government officials, staff, and members of the general public.
- Thorough knowledge, understanding and experience in project development and design, cost estimating, scheduling, and project management of capital projects.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an office environment where there is minimum exposure to dust, noise, or temperature extremes.

### Physical Requirements:

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, properties, construction sites, and potential properties during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

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## GoTriangle Job Description

Classification Title: Project Engineer

Pay Grade: 24 - \$59,887 - \$111,978

FLSA Status: Exempt

Department: Planning and Capital Development

Supervisor: Manager of Transit Design & Construction

EEO Classification: Professional

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### GENERAL STATEMENT OF JOB DUTIES

This position acts as the primary technical point of contact for project development initiatives required to implement GoTriangle capital projects. Coordinates the design and engineering services in support of GoTriangle transportation including bus stops, transfer centers, park-and-rides, and facilities required to support administration and operations and maintenance of the system. This position reports directly to the Manager of Transit Design & Construction.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participates in the development and implementation of long and short-range transit strategies and programs that support the mission, goals, and objectives of GoTriangle.
- Provides design and engineering expertise for delivering capital projects to include operation and maintenance facilities and system-wide elements of the transit system.
- Acts as a primary technical point of contact for capital projects, with heavy emphasis on construction phase activities.
- Supports the Manager with administration of construction contracts, including working with procurement to manage bid phase activities, coordination with contractors, monitoring construction activities in the field, managing contract schedule and budget, processing change orders, and conducting close-out activities
- Supports the coordination of project plans with third party stakeholders, including municipalities, NCDOT, and institutional partners including universities and railroads.
- Coordinates and conducts the development, review, and approval of drawings and specifications for capital projects.
- Provides input for the development and update of facilities and system engineering design criteria. Recommends improvements based on latest industry standards/ guidelines with emphasis on building codes and federal, state, and local regulations.
- Supports the preparation of contract documents and specifications.
- Manages consultant and contractor activities related to the specifications, drawings, design, procurement, award, and construction of capital contracts.
- Provides technical support for the development and update of project schedules, budgets, and cost estimates.
- Participates in the development, coordination, and execution of plans and certifications associated with transit safety and personal security.
- Participates in the research, development and submittal of environmental documents and project reporting requirements.
- Coordinates across functional lines to ensure proper integration of design and construction that will meet user needs.
- Makes recommendations and presentations to Managers, Senior Staff, Chief Officers, and GoTriangle Board of Trustees on engineering matters.
- Ensures capital projects meet industry standards for safety, reliability, and supportability.

- Ensures federal, state, and local guidelines are followed during each stage of contract performance.
- Participates in public forums and represents the technical interests of GoTriangle with respect to federal and state agencies.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS AND REQUIREMENTS**

- Bachelor's degree from an accredited four-year college in Engineering is preferred.
- Registration as a Professional Engineer in the State of North Carolina is required.
- Five years of progressively responsible experience in the design, construction management, and administration of facility and system engineering projects and large-scale construction projects required, preferably in a transit system environment.
- Knowledge of and experience with the design and operation of rail systems desired.
- Familiarity with regional transportation initiatives and applicable rail technologies.
- Thorough knowledge of Federal Railroad Administration (FRA) and Federal Transit Administration (FTA) guidelines, procedures, and regulations a plus.
- Knowledge of and familiarity with the National Environmental Policy Act (NEPA) desired.
- Thorough understanding and experience in project development, environmental review process, civil, track, and facilities engineering and design, cost estimating, scheduling, and project management with a strong emphasis on transportation and rail transit systems and facilities.
- Highly effective verbal, written, analytical, problem-solving, planning and negotiating skills.
- Exceptional level of interpersonal skills required to effectively communicate with government officials, staff, and the general public.
- Demonstrate the highest level of ethics and integrity to work well in a team environment.
- A working understanding of PC's including Microsoft Office Packages, AutoCad, Microstation, and standard engineering software programs.
- Proficiency in project management software such as MS Project or Primavera P6 required.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### **Working Conditions:**

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting GoTriangle operating facilities or construction sites, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

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**Accommodations:**

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## GoTriangle Job Description

Classification Title: Capital Projects Engineer

Pay Grade: 24 - \$59,887 - \$111,978

FLSA Status: Exempt

Department: Planning and Capital Development

Supervisor: Manager of Transit Design & Construction

EEO Classification: Professional

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### GENERAL STATEMENT OF JOB DUTIES

This position provides expert judgement and implements the design and construction of civil projects for the Triangle's bus transit system for GoTriangle and GoDurham. Projects includes repairs and additions to buildings, park and ride lots, bus stops and other land or building development projects. Resolves highly complex technical issues and uses highly technical research. This position reports to the Manager of Transit Design & Construction.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinate development of conceptual and final civil designs for capital projects.
- Provide independent cost estimates for capital projects, change and task orders.
- Supervise civil/structural design tasks performed by professional services firms.
- Regularly acts as a liaison with the NCDOT and supports communication with the Federal Transit Administration (FTA) and NCCR.
- Recommend alterations to design plans, project development, and field construction.
- Provides recommendations on how to improve procedures and communication.
- Employs project management skill to prepare feasibility studies and analysis of projects, estimates, and design and construction of civil projects. Must build consensus with partners, develop plans with planners, and prepare schedule and budget forecasts.
- Supports the legal department during contract/agreement research and negotiations.
- Maintains familiarity with the planning and design phases of capital and rail projects.
- Supports the Feasibility Studies process including traffic studies.
- Assists with the identification and review of property parcels required for bus stops, park and ride lots and rail rights-of-way.
- Develops and monitors the schedule for development and approval of professional services agreements in support of capital project needs.
- Supports the Manager of Design and Construction by ensuring that all professional services contracts are consistent with the technical plans and designs generated throughout the life of the project.
- Maintains effective working relationships with the technical and administrative staffs of local government, state, and the federal government.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree from an accredited four-year college in Engineering is preferred.
- Registration as a Professional Engineer in the State of North Carolina is preferred.
- Five years of progressively responsible experience in the design, construction management, and



administration of facility and system engineering projects and large-scale construction projects required, preferably in a transit system environment.

- Knowledge of and experience with the design and operation of rail systems desired.
- Familiarity with regional transportation initiatives and applicable rail technologies.
- Thorough knowledge of Federal Railroad Administration (FRA) and Federal Transit Administration (FTA) guidelines, procedures, and regulations a plus.
- Knowledge of and familiarity with the National Environmental Policy Act (NEPA) desired.
- Thorough understanding and experience in project development, environmental review process, civil, track, and facilities engineering and design, cost estimating, scheduling, and project management with a strong emphasis on transportation and rail transit systems and facilities.
- Highly effective verbal, written, analytical, problem-solving, planning and negotiating skills.
- Exceptional level of interpersonal skills required to effectively communicate with government officials, staff, and the general public.
- Demonstrate the highest level of ethics and integrity to work well in a team environment.
- A working understanding of PC's including the Microsoft Office Packages, AutoCad, Microstation, and standard engineering software programs.
- Proficiency in project management software such as MS Project or Primavera P6 required.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

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## GoTriangle Job Description

Classification Title: Project Controls Support Specialist

Pay Grade: 16 - \$40,534 - \$75,791

FLSA Status: Non-exempt

Department: Planning and Capital Development

Supervisor: Director of Capital Development

EEO Classification: Administrative Support

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### GENERAL STATEMENT OF JOB DUTIES

The Project Controls Specialist is the technical expert for document control and project management software. Responsible for the development and delivery of SharePoint and e-Builder training for the systems' users and providing end user support to GoTriangle staff, consultants, and external project stakeholders. The position is responsible for development and implementation of Document Control System Procedures, maintaining system data, and monitoring user compliance. This position reports to the Director of Capital Development.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve as front-line contact for SharePoint and e-Builder user requests and questions.
- Develop and maintain documentation for SharePoint and e-Builder workflows, processes, and procedures.
- Work with management and staff to develop and implement best business practices and procedures to maximize adoption and utilization of SharePoint and e-Builder.
- Coordinate database management and software reports to meet project/program needs.
- Provide support in the continued refinement and production of progress and performance reports.
- Support project managers, managers and directors by providing technical advice that ensures optimal use of SharePoint and e-Builder software to help achieve on-time and on-budget goals.
- Modify the SharePoint and e-Builder interface to respond to user requests and/or project/program needs as determined by management. Create and modify e-Builder workflows.
- Train new users on the use of the SharePoint and e-Builder, and Document Control System Procedures once developed and approved for implementation.
- Establish and monitor access rights and security for users.
- Process system access requests, update user permission lists, and remove inactive or terminated users.
- Support managers in developing and/or revisions to Work Breakdown Structures.
- Audit SharePoint sites and e-Builder system for compliance with established procedures and maintain records of audits.
- Assist with Hardcopy documentation questions.
- Reviews and maintains cost data and ensures consistency and accuracy between the e-Builder and ERP systems
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's Degree from an accredited college or university in Computer Science, Business

- Administration, Accounting, Finance, or a related field, or equivalent experience.
- Two years of related experience in a variety of administrative duties including document and workflow management.
- Proficiency using document control system software such as SharePoint or similar.
- Proficiency using project management system software such as e-Builder, Aconex, or similar.
- Excellent written and verbal communication and interpersonal skills.
- Excellent organizational skills in order to prioritize multiple tasks, develop, analyze and/or revise procedures, and meet deadlines.
- Intermediate to advanced level skills using computer software such as MS Word, Excel, and Outlook.
- Able to troubleshoot problems and develop creative solutions.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an office environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

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## GoTriangle Job Description

Classification Title: Manager of Transit Design & Construction

Pay Grade: 28 - \$72,793 - \$136,110

FLSA Status: Exempt

Department: Planning and Capital Development

Supervisor: Director of Capital Development

EEO Classification: Professionals

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### GENERAL STATEMENT OF JOB DUTIES

The Manager of Transit Design & Construction reports to the Director of Capital Development and serves as the program manager for infrastructure design, construction and safety oversight; typical projects include bus stops, transfer centers, park-and-rides, and operations and maintenance facilities. The Manager is also a key member of the agency management team for state and federally funded major capital projects, including joint development projects and potential commuter rail. The Manager provides oversight and supervision of assigned GoTriangle staff and professional consultants; including, but not limited to, architectural, engineering, construction and project management disciplines.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees and manages design and construction projects, including the development of workplans, schedules, cost estimates, plans, and specifications.
- Oversees and manages the work of architects, engineers, and construction management staff and consultants in the performance of their duties.
- Demonstrate the ability to work collaboratively with internal departments and external partners to achieve project and program goals and objectives.
- Administers and monitors work for compliance with schedule, budget, technical, safety, and legal requirements in coordination with project controls staff.
- Oversees development of contract documents and preparation of bid forms, pre-bid conferences, proposal evaluations and recommendations, and negotiations with consultants and contractors.
- Oversees and manages on-time and on-budget progression of assigned transit capital program under administrative direction of the Director of Capital Development.
- Implements risk management, safety management, and quality management programs for assigned transit capital program.
- Coordinates activities with other agency staff and partners, including managing and participating in cross-functional teams comprised of GoTriangle staff, representatives from regional stakeholders, and on-call consultants.
- Leads progress meetings and oversees the preparation of reports on contract and project status and progress, deficiencies and milestones, contractor regulatory progress and DBE utilization for executive management.
- Makes recommendations and presentations to the Board of Trustees on matters pertaining to assigned capital program.
- Interviews, hires and develops subordinate personnel; evaluates performance of employees; provides feedback, coaches, disciplines and discharges employees, as appropriate.
- May represent GoTriangle to the federal government, local groups and organizations, professional associations and members of the public.
- Other duties as assigned.

## MINIMUM QUALIFICATIONS AND REQUIREMENTS

- A Bachelor's degree from an accredited four-year college or university in construction management, engineering, architecture or related field.
- A graduate degree in Project Management, Construction Management, Architecture or Engineering Management is desirable.
- North Carolina Professional Engineer license, Registered Architect, or Certified Construction Manager (CCM) certification is preferred but not required.
- Project Management Professional (PMP) Certification by the Project Management Institute (PMI), or other certifications in the engineering and construction industry are desirable.
- Seven years of progressively responsible experience in the development, management and administration of complex construction projects, preferably in a bus and/or rail transit environment. This includes personnel hiring, supervision and management; and management of consultants, contractors and vendors through the lifecycle of capital projects, preferably in a federally-funded project environment, with related safety oversight.
- Working knowledge of state and federal requirements applicable to consultant, contractor, and equipment procurement.
- Exceptional level of interpersonal skills required to effectively communicate with all levels of supervisory and non-supervisory staff, partners, consultants and contractors.
- Advanced computer skills including Excel, Powerpoint, and Word.
- Experience using or overseeing use of project management and scheduling software such as e-builder, MS Project, and Primavera.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

### Physical Requirements:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### EEO Statement:

GoTriangle is an equal opportunity employer. We are committed to providing equal opportunity and will not discriminate in terms and conditions of employment and employment practices. Decisions are made without regard to race, color, national origin, age, disability, pregnancy, genetic information, gender, sexual orientation, gender identity, marital status, creed, religion, protected veteran and military status or other applicable legally protected characteristics.

### Accommodations:

GoTriangle is firmly committed to a policy of nondiscrimination in employment and to a program of achieving total equality of opportunity for all applicants. If you require reasonable accommodation because of a disability for any part of the application or hiring process, please contact 919-485-7448. Please indicate the specific assistance needed.





## GoTriangle Job Description

Classification Title: Chief Development Officer

Pay Grade: 32 - \$88,480 - \$165,442

FLSA Status: Exempt

Department: Executive Office

Supervisor: CEO

EEO Classification: Officials/Administrators

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### GENERAL STATEMENT OF JOB DUTIES

The Chief Development Officer (CDO) is an executive level position responsible for the overall direction and management of GoTriangle's long-range Planning, Engineering Design and Construction. The CDO provides key recommendations and information to the President & CEO, CFO and Board of Trustees in developing annual capital project programs, budgets and in the formulation/implementation of regional goals and objectives. This position provides oversight and supervision of assigned GoTriangle staff and professional consultants to ensure consistency of plans used for project development from planning through construction. Builds regional planning capacity by leveraging the skills, expertise and assets of existing local/ regional stakeholders. This position reports directly to the CEO.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops an overall capital funding strategy for the agency and work to ensure a coordinated approach for funding for capital programs in the region.
- Provides oversight of major capital planning efforts (New Starts and Small Starts) afforded by transit taxes in Wake, Durham and Orange Counties.
- Provide oversight of bus/rail integration planning and small capital project planning and delivery.
- Serves as the single point of contact facilitating communications between project managers/teams and implementation partners of the county transit plans to assure regional cooperation.
- Directs the comprehensive, coordinated and continuous transportation planning process.
- Directs and provides oversight for optimal development and understanding of project budgeting over multiple counties.
- Manages transportation planners, engineers, architects, technicians along with external stakeholder relationships
- Oversees consultant studies including the preparation of requests for proposals, selection of consultants and supervision of consultant work; ensures that goals, objectives and elements of the project are accomplished within the prescribed time frame and funding parameters.
- Reviews staff requirements for each phase of the project and arranges for assignment of project personnel.
- Develops materials and delivers presentations to the Board of Trustees and other elected and appointed committees and commissions.
- Maintains effective working relationships with technical, administrative staff and elected officials of regional local governments and appropriate State and Federal officials.
- Manages departmental budget, goals, and accomplishments.
- Performs a variety of advanced professional activities.
- Other duties as assigned.



## MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree from an accredited four-year college in a technical discipline such as Engineering, Architecture, Landscape Architecture, Planning, or Construction Management.
- Master's degree in Business, Public Administration, Engineering, Planning or related program desired.
- Ten years' experience hiring, managing, evaluating and coaching staff in a transportation or engineering organization
- Experience in the management of complex, large-scale construction projects, preferably in a bus & rail transit environment is desired.
- Thorough understanding of planning, financing, implementing, and organizing a regional transportation planning program.
- Thorough knowledge of FTA procedures for the development and implementation of a new starts transit system.
- Ability to develop program objectives and work independently on several program objectives simultaneously.
- Exceptional level of interpersonal skills required to effectively communicate with government officials, staff, and the general public.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

### Working Conditions:

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting GoTriangle operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

### Physical Requirements:

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**Accommodations:**

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## GoTriangle Job Description

Classification Title: Paralegal  
Pay Grade: 17 - \$42,560 - \$79,580  
FLSA Status: Exempt  
Department: Legal  
Supervisor: General Counsel  
EEO Classification: Administrative Support

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### GENERAL STATEMENT OF JOB DUTIES

This position performs a variety of legal research, property management and document preparation activities to support GoTriangle's Office of the General Counsel. This position reports to the General Counsel.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides legal and administrative support for a variety of business and interlocal transactions.
- Assists in property management activities regarding real property and buildings either owned or to be acquired by GoTriangle, including drafting of leases, financial tracking of payments, maintenance costs and repairs, and discussing pertinent matters with tenants.
- Researches information from various sources to support ongoing development of legal documents, and assists in the drafting of contracts, research memos, correspondence and similar documents.
- Researches case law, under minimal direction, as it relates to assigned legal inquiries; analyze and organize documents in preparation for meetings, hearings, or litigation, and interview witnesses.
- Acts as liaison between and a resource to departments within GoTriangle, external stakeholders, and citizens regarding real property matters.
- Coordinates requests for legal assistance, contracts, lawsuits, administrative hearings, and other related issues.
- Works under minimal guidance, supervision and professional diligence, to find solutions to complex legal, professional, technical and administrative problems using a variety of informational sources and exercising creativity.
- Performs all paralegal functions dealing with sensitive or confidential matters.
- Organizes work flow, prioritize calendars for court and document preparation, maintain files as necessary, and reasonably provide paralegal assistance to attorneys as requested.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Associate's Degree in Business Law, Administration, Public Administration, or Political Science from an accredited college or university. Paralegal Certification from a program of paralegal studies as approved by the General Counsel or the State of North Carolina is a plus.
- Knowledge of North Carolina General Statutes, Rules of Civil Procedure, North Carolina State Court system, Federal Rules of Civil Procedures, and administrative proceedings.
- Five or more years of progressively responsible paralegal experience to include two (2) or more areas of law. Substantial legal experience in the areas of contracts or real property.
- The Paralegal is detail oriented and has job knowledge and experience in real property management, including preparation of tenant agreements, arranging for and overseeing

- maintenance and repair of buildings, and tracking costs and revenues of properties.
- High level of proficiency conducting electronic and manual legal research (systems, materials, and equipment to be used) and in performing complex professional, technical, and administrative work.
- Ability to compose documents using strong word processing and related computer skills; possesses the ability to use a wide range of office equipment.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an environment where there is minimum exposure to dust, noise, or temperature. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting TTA operating facilities; assuming incumbent is observing all policies and procedures, safety precautions and regulations, and using all protective clothing and devices provided.

**Physical Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

**EEO Statement:**

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**Accommodations:**

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## GoTriangle Job Description

Classification Title: Database Analyst  
Pay Grade: 18 - \$44,688 - \$83,559  
FLSA Status: Non-Exempt  
Department: Transit Operations  
Supervisor: Quality Assurance Manager  
EEO Classification: Technicians

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### GENERAL STATEMENT OF JOB DUTIES

This position develops and maintains databases and reporting systems for GoTriangle and GoDurham bus operations, analyzes data using both standard procedures and creative approaches, and reports on the overall performance of our bus system and makes recommendations for improvements. Incumbent must collaborate with Transit Operations, Service Planning, Finance, Communications, and stakeholders outside the organization (especially within the Wake Transit governance structure). Areas of responsibility include ridership and on-time performance data collected by automated passenger counters and fareboxes, as well as data used in the administration of our GoPass and Youth GoPass fare programs and limited financial data. The Analyst will also collaborate in (and sometimes lead) organization-wide initiatives for improving technology and fare programs. This position reports to the Quality Assurance Manager.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Collects, organizes, and maintains datasets and data processing tools (including purpose-built computer programs) related to ridership, productivity, service quality, and service finances for GoTriangle, GoDurham, and partner agency transit service, in accordance with established policies and best practices.
- Authors reports and report templates which provide data about GoTriangle, GoDurham, and partner agency transit service to co-workers, external government stakeholders, and the public.
- Researches new technology systems for GoTriangle, GoDurham, and partner agency transit service (such as customer information systems, operational management systems, fare collection systems, or data acquisition and processing systems) and assists with the technical aspects of implementing those systems.
- Analyzes fare policies and programs and develops recommendations for changes and new programs.
- Fulfills ad-hoc data requests for co-workers, external government stakeholders, consultants, and the public to meet the needs of specific projects.
- Collaborates with Service Planning and Transit Operations to identify potential improvements to transit service and assists in implementing the changes.
- Maintains databases for the operation of the GoPass and Youth GoPass programs.
- Works with GoTriangle's automated passenger counter vendor to troubleshoot issues and ensure complete and accurate data processing.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS AND REQUIREMENTS

- Bachelor's Degree in Information Technology or related field.
- Two years of experience with IT systems administration and support.



- Fluency in the Python programming language, as well as SQL.
- Technical certifications preferred (Network+, CCENT, CCNA, MCITP, MCSA).
- Detailed knowledge of PC systems, hardware, and peripherals.
- Must have excellent knowledge and understanding of Microsoft products, including Windows 10, Windows Server, Microsoft Office, and Exchange system.
- Knowledge of macOS, iOS, and Android operating systems.
- Knowledge of Cisco LAN/WAN environment and Dell server technologies.
- Ability to communicate technical and non-technical information effectively, both orally and in writing to end users.
- Ability to work in a team environment.
- Ability to work independently with little supervision.
- Basic Project Management skills.

An equivalent combination of related education and experience may be substituted for the above stated minimums excluding High School Diploma, GED, Licenses, or Certifications.

**Working Conditions:**

Works in an office environment where there is minimum exposure to dust, noise, or extreme temperatures. May be moderately exposed to unpleasant working conditions to include dust, noise, temperature, weather, petroleum products, and chemicals while visiting operating facilities, during which the incumbent should observe all policies and procedures, safety precautions and regulations, and use all protective clothing and devices provided.

**Physical Requirements:**

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