Director of Innovation

**Department:** Executive  
**FLSA Status:** Exempt  
**Positions Supervised:** Planning Manager  
**Job Status:** Full Time  
**Reports To:** Chief Executive Officer  
**Amount of Travel Required:** 25%  
**Revised:** 12/2019

**POSITION SUMMARY**
The Director of Innovation is responsible for improving mobility and accessibility in the region by developing and advancing innovative mobility solutions for The Rapid. Initiate new and experimental ideas and policies to ensure success for the Rapid. Develop new funding models for enhanced mobility. Coordination and supervision of all functions within the Planning Department, including development of short and long range plans for all Rapid services and service evaluations.

**ESSENTIAL FUNCTIONS**

- Plans, develops, implements, evaluates, and directs the activities, programs, policies and procedures, and personnel of the Planning team;
- Works closely with all departments to develop and implement improvements to service delivery that will enhance the customer experience;
- Collaborates with all departments to conceive and develop emerging technologies, practices, systems and products to improve the quality of the transportation system and to address mobility challenges;
- Forecasts West Michigan’s advanced mobility needs and the systems that will be necessary to support them;
- Facilitates pilot projects, adoption and/or expansion, and public awareness of emerging transportation technologies; such as, shared electric, connected, and autonomous vehicles;
- Oversees research and outreach efforts to ensure no possible advanced technology opportunities are overlooked by analyzing trends and market disruptions and searching for emerging new market opportunities; provides reports to and receives direction from the Executive Team;
- Oversees consultants and allocates associated workload;
- Maximizes private investments and seeks additional funding for projects from local, state and federal resources;
- Oversees periodic reviews of The Rapid network, including Comprehensive Operational Analyses, and creates proposals for change that will improve the customer experience, improve efficiency and reliability, and provide a foundation for future expansion and regionalization.
• Establishes The Rapid as a valued partner in the community when it comes to land use planning and economic development;
• Partners with transportation/transit professionals, public and private sector partners, and academia to research leading edge ideas and philosophies to address current and anticipated transportation challenges;
• Develops and implements an advanced infrastructure within The Rapid, which is responsible for accelerating innovation, technologies, and workforce development that maximize the mobility experience.
• Other duties as assigned.

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

POSITION QUALIFICATIONS

Competency Statement(s)
• Accountability - Takes personal responsibility for the quality and timeliness of the work performed. Achieves results with little oversight.
• Communications - Ability to communicate effectively with others both orally and in writing.
• Customer Service - Ability to take care of the customers' needs while following company procedures.
• Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
• Reliability - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.
• Accuracy - Ability to perform work accurately and thoroughly.
• Organized - Possessing the trait of being organized or following a systematic method of performing a task.
• Detail Oriented - Ability to pay attention to the minute details of a project or task.

SKILLS & ABILITIES:

• Knowledge all facets of multi-modal transportation including mass transit, pedestrians, bicycle, and streets and highways;
• Strong analytical skills with a proven ability to handle and resolve complex problems related to engineering, project management and contract administration issues required;
• Demonstrated leadership skills and record of accomplishment in workforce management;
• Ability to lead groups through design thinking exercises focused on improving the customer experience, service to the customer and improving business operations in the community;
• Skills in effective public speaking and presenting to diverse audiences, large and small;
• Knowledge of characteristics and issues at local, regional, and government entities as well as non-profit and for-profit organizations;
Along with the entire management team, responsible as a leader in the organization for ensuring diversity, equity and inclusion are established as part of everyday practices;
Along with the entire management team, responsible as a leader in the organization for ensuring safety in all areas of Rapid operations;

**Education**: Master’s degree or equivalent and ten (10) to fifteen (15) years of related experience and/or training. An equivalent combination of education and experience may be considered.

**PHYSICAL DEMANDS**
Regularly required to sit for extended periods. The employee is frequently required to walk and stand. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus. Employee is required to perform job duties in accordance with existing health and safety procedures and policies.

Employee Signature: ________________ Date: ____________

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.