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Intercity Transit Chief of Staff (COS)

SALARY	\$148,657.60 - \$200,740.80 Annually	LOCATION	Intercity Transit (AdOps) - Olympia, WA
JOB TYPE	Full-Time	JOB NUMBER	202600004
DEPARTMENT	EXECUTIVE	DIVISION	EXECUTIVE
OPENING DATE	02/18/2026	CLOSING DATE	3/25/2026 5:00 PM Pacific

Description



INTERCITY TRANSIT IS SEEKING A CHIEF OF STAFF!

Intercity Transit is an innovative, growing, and nationally recognized large urban transit system based in Olympia, Washington. We are a voter approved municipal corporation and are governed by an Authority Board that consists of elected officials, community representatives and a non-voting labor representative.

Our mission is to provide and promote transportation choices respectful of the safety, comfort, and diverse needs of all our customers, to support an accessible, sustainable, livable, healthy, and prosperous community.

We provide zero-fare public transportation that includes fixed route transit and ADA paratransit services. We also provide vanpool service to individuals who live or work in the greater Olympia, Lacey, Tumwater, and Yelm communities.

We are seeking an exceptional **Chief of Staff (COS)** to serve as a strategic partner and trusted advisor to the General Manager (GM). This newly created role offers a unique opportunity to advance the Agency's mission and vision by promoting a unified framework for colleagues at all levels to understand their role in shaping the present and future success of Intercity Transit. The COS will play a pivotal role in supporting the development and sustainability of our robust, inclusive transit system that meets the evolving needs of our community.

Honoring the knowledge and experiences of employees as the foundation of organizational success, the COS will foster alignment, collaboration, and informed decision-making across the Agency to advance the Board's strategic priorities. As a key liaison between the GM, internal and external stakeholders, the COS will provide strategic insight, thoughtful counsel, and change management leadership to ensure the successful implementation of agency-wide initiatives.

A successful Chief of Staff at Intercity Transit will:

- Lead by example and operate at the highest level of integrity while building trusting relationships with employees and labor partners.
- Serve as a public servant with a strong sense of ethics, practicing sound fiscal responsibility with public funds.
- Provide leadership in maintaining a welcoming work environment that encourages a culture of inclusion, continuous improvement, performance coaching, communication, accountability, and collaborative problem solving.
- Embrace an executive leadership team structure while modeling a healthy work life balance.
- Build and sustain relationships with community-based organizations, local businesses, educational institutions and other community stakeholders to strengthen Intercity Transit's community presence and understanding of its service.
- Provide strategic direction for the agency with an ability to inspire employees to embrace a long-term vision.
- Champion a growth mindset – embrace new technology, explore new ideas, engage in non-traditional transit opportunities - while prioritizing and guiding changes inclusively.

It's an exciting time to join Intercity Transit!

Intercity Transit is a leader, major advocate, and prime source of information for public transportation in Thurston County. Our service area covers approximately 100 miles and has a population of 200,000 residents.

Intercity Transit's ambitious short- and long-range plans include expanding service to underserved populations, developing bus rapid transit, leveraging Intercity Transit's Zero- Fare demonstration project to increase ridership, remove transportation barriers for the entire community, and reduce emissions by expanding the use of hybrid and zero emission vehicles.

We believe public transportation is vital to the quality of life and economic vitality of Thurston County. We are passionate about providing excellent service and are committed to maintaining our reputation as an employer of choice in Thurston County.

We operate out of a new state-of-the-art building and are currently in the middle of our next phase of the project, a significant renovation of our maintenance building.

Examples of Duties

As the Chief of Staff, you will:

- Lead and oversee critical, high priority initiatives and projects that cut across multiple departments or have agency-wide impact.
- Collaborate with the GM, Board Chair and Vice Chair to create an annual plan for Board meeting agenda topics, action items, informational briefings, and special presentations in partnership with presenting staff.
- Lead process improvements for the Board to govern in an optimal environment. Identify, analyze, and enhance existing Board processes including meeting planning, and agenda development.
- Facilitate effective communication, decision making, and collaboration among the GM and Senior Management Team. Coordinate meetings, ensure alignment of priorities, and guide accountability.
- Collaborate closely with the GM and Department Directors to develop and implement the Board's strategic plan and initiatives. Ensure the alignment of departmental objectives with organizational goals and monitor progress against key performance indicators.
- Identify opportunities for process improvements, operational efficiencies, and organizational effectiveness. Implement strategies to streamline overall Agency operations and enhance performance while managing the organizational change.
- Lead the agency's employee engagement efforts in collaboration with Human Resources, championing voices at all levels and creating safe spaces for employees by fostering a positive and productive work environment. Identify strategic and accessible engagement opportunities, developing key performance indicators to benchmark the Agency's current workforce engagement effectiveness and progress.
- Build and maintain strong relationships with key internal and external stakeholders. Partner with the GM to represent the Agency in high-level meetings, events, and public forums.
- Initiate and implement process improvements for the Agency policy update and creation process.

- In coordination with the Chief Marketing and Communications Officer, develop strategic Agency communications and messaging for high-level initiatives and priorities. Foster and sustain relationships with government officials and agencies.

Typical Qualifications

Are you the one we are looking for?

- Bachelor's degree in public administration, business, transportation planning or a closely related field.
- Ten (10) years of progressively responsible management-level transportation experience; or an equivalent combination of education and experience.
- Must submit to a criminal background check the results of which must meet hiring criteria for the role.

In addition, the ideal candidate will have the following essential knowledge, skills, and abilities:

- Proven ability to lead and manage administrative staff and cross-functional teams.
- Knowledge of organizational leadership and project management principles.
- Ability to handle sensitive and confidential matters with the highest level of professionalism and discretion.
- Deep knowledge of transit industry as well as local, state, and federal government principles.
- Knowledge of the Public Meetings Act.
- Proven ability to build trusting professional relationships with staff and work effectively with senior leaders, elected officials, external stakeholders, and the public.
- Ability to synthesize information quickly and prioritize emerging issues efficiently and competently.
- Ability to manage multiple high-value projects effectively.
- Ability to manage and support a Board of Directors or public governance body.
- Demonstrated commitment to public service, equity, and community impact.
- Skilled in developing and managing an annual budget.
- Ability to build and maintain a culture of inclusion where staff are empowered to be creative and innovative.
- Visionary leadership that fosters innovation and creativity.
- Proven ability to deliver results.

Supplemental Information

What's in it for you?

- Work for an exceptional agency filled with great people and an unmatched culture.
- Receive a competitive salary of **\$148,657.60 - \$200,740.80 annually**.
- Comprehensive medical, dental, and vision benefits including \$150 per month Family & Wellness Allowance.
- Retirement contributions to Washington State Public Employee' Retirement System (PERS).
- Generous vacation and sick leave along with observed floating holiday leave and bereavement leave.
- Deferred compensation options with an 8.5% employer match.
- Employee Assistance Program.
- Teleworking and flexible schedule options.
- Educational benefits.
- Alternate transportation incentives – for employees using alternate options to travel to and from work such transit, cycling, carpooling, and walking.

Ready to jump on board?

To submit your application, hit "Apply". You will be prompted to log in or set up a Governmentjobs.com account. Your complete application must include an attached cover letter and resume. If you are having technical difficulties creating, accessing, or completing your application, please call NEOGOV at (855) 524-5627.

Completed applications must be received by 5:00pm on Wednesday, March 25, 2026.

Interviews are tentatively scheduled for Tuesday, April 21, 2026.

Intercity Transit is proud to be an equal employment opportunity employer and strives to provide a culturally diverse workforce. Intercity Transit does not discriminate in employment or service on the basis of race, creed, color, origin, age, sex, religion, marital status, sexual orientation, veteran status, or disability.

We also take pride in being a drug free workplace. Note that Intercity Transit is subject to requirements of the Federal Drug-Free Workplace Act and FR Part 40 & Part 655, which prohibits the use of marijuana at any time while employed by Intercity Transit.

For assistance, please contact -

Alana Neal, HR Deputy Director ANeal@intercitytransit.com

Amy Zurfluh, HR Supervisor AZurfluh@intercitytransit.com

Employer

Intercity Transit

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Phone

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Chief of Staff (COS) Supplemental Questionnaire

***QUESTION 1**

Please describe your leadership experience, including the development and implementation of strategic plans and the management of a diverse workforce.

***QUESTION 2**

Provide a specific example of when you collaborated with community stakeholders and inspired employees to effectively meet agency goals.

***QUESTION 3**

What values and skills make you an effective leader?

***QUESTION 4**

Do you have experience working in transit?

Yes

No

***QUESTION 5**

If you answered "Yes" to question #4, describe your experience working in a transit agency or organization. If this does not apply, enter "N/A".

* Required Question