SUMMARY STATEMENT

ITEM NO.  SUBJECT: Appointment of Toni P. Brown to the Position of Chief Administrative Officer, and Elimination of Position of Deputy Chief, Business Development, EEO & Personnel

COMMITTEE: New Business

COMMITTEE MEETING DATE: N/A

BOARD ACTION DATE: November 19, 2008

PROPOSAL: That the Board eliminate the position of Deputy Chief, Business Development, EEO & Personnel, and authorize the appointment of Toni P. Brown, currently Deputy Chief, Business Development, EEO & Personnel, to the position of DRPA Chief Administrative Officer (Grade E-5), effective November 19, 2008.

BACKGROUND: The position of Chief Administrative Officer was created by the Board in January 1997, as a result of a comprehensive audit of the management and corporate structure of the Authority. The Chief Administrative Officer reports directly to the CEO. The position was vacated in June 2005.

Since June 2005, the full responsibility for placing the Authority’s medical, prescription, dental, vision, life benefits, as well as the selection of the Employee Assistance Program provider were reassigned to Toni P. Brown, in her capacity as Deputy Chief, Business Development, EEO & Personnel.

It is therefore recommended that the Board eliminate the position of Deputy Chief, Business Development, EEO & Personnel, and appoint Toni P. Brown to the position of Chief Administrative Officer. In that position Ms. Brown will remain a direct report to the CEO, and will be responsible for oversight, direction, and management of the staff of the following departments: Human Resource Services, Benefits Administration, Business Development & Equal Opportunity and Customer Service & Community Relations. In addition to these responsibilities, as Chief Administrative Officer, Toni P. Brown will assume oversight responsibility for the Authority’s Risk Management and Safety functions. Ms. Brown will also be responsible for the Mail Room as well as the Authority’s Printing Services Department.
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It is further recommended that the Division of Business Development, EEO & Personnel be eliminated and its functions be incorporated into the Administration Division.

A detailed outline of the Chief Administrative Officer’s primary accountabilities, tasks, relationships and responsibilities are outlined in the attached job description/specification.

During her 15-year tenure at the DRPA, Toni P. Brown has distinguished herself as a capable executive with the ability to successfully manage multiple projects, issues, and challenges. She has demonstrated that she possesses the unique set of skills, knowledge, and abilities necessary to successfully guide the human resource services, benefits administration, business development, equal employment opportunity, customer service and community relations department into the next phase of initiatives and challenges facing the Authority. We are confident that the same skill-set will enable Ms. Brown to handle her new responsibilities successfully. Therefore, it is with great confidence that the Chief Executive Officer, in accordance with the DRPA Bylaws, recommends the appointment of Toni P. Brown to the position of Chief Administrative Officer.

Ms. Brown is a graduate of Wellesley College, and Rutgers-Camden Law School.
RESOLUTION

RESOLVED: That the Board of Commissioners of the Delaware River Port Authority appoints Toni P. Brown to the position of Chief Administrative Officer (E-5), effective as of the date on which this Resolution becomes effective; and be it further

RESOLVED: That the position of Deputy Chief, Business Development, EEO & Personnel, be and hereby is eliminated from the DRPA Organization Chart; and be it further

RESOLVED: That the functions of the Business Development, EEO & Personnel Division, as well as the risk management, safety, mailroom and print shop services functions be and hereby are incorporated into the Administration Division, and the Business Development, EEO & Personnel Division is hereby eliminated from the DRPA Organization Chart.

SUMMARY: 
Amount: NA
Source of Funds: Operating Budget
Capital Project #: Not Applicable
Operating Budget: NA
Master Plan Status: Not Applicable
Other Fund Sources: None
Duration of Contract: N/A
Other Parties Involved: None
Position Purpose
Under the direction of the Chief Executive Officer this position oversees the departments located within the Administration Division. The Chief Administrative Officer is responsible for assuring that the Authority’s objectives are met specifically related to the administration, direction, and coordination of the following functions Authority-wide: Human Resource Services, Benefits Administration, Business Development, Equal Employment Opportunity, Customer Service, Community Relations, Risk Management, Safety, Printing Services and Mail Room Services.

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the duties, responsibilities, knowledge, skill, and/or ability required. The Authority will adhere to all applicable laws and regulations in assessing an employee's ability to carry out or otherwise meet the job requirements set forth herein in a satisfactory manner.

Essential Duties and Responsibilities
1. Responsible to the Chief Executive Officer for reviewing existing practices to identify cost effective ways to maintain and improve operations in the Administrative Division, while overseeing the formulation, interpretation, and communication of short and long-range business strategies for each operational unit within the Administration Division.
2. Carries out his/her duties with the policy guidance received from the Chief Executive Officer and the Board of Commissioners.
3. Keeps the Chief Executive Officer and Board of Commissioners fully informed by presenting matters requiring a decision, along with policy recommendations.
4. Responsible for directing and supervising all activities and initiatives of the following business units: Human Resource Services Department; Benefits Administration Department; Office of Business Development & Equal Employment Opportunity; Customer Service & Community Relations; Printing Services Department; and the Mail Room Services Department.
5. Responsible for ensuring the continued success of the Authority’s Minority and Women-Owned Business Enterprise Program (M/WBE Program); Vendor Diversity Program; the federal Disadvantaged Business Enterprise Program, and the Authority’s Equal Employment Opportunity Program.
6. Responsible for developing a comprehensive strategic plan for the Authority’s Health & Welfare plans. Specifically, the CAO is expected to understand and analyze cost control options, loss ratio data, medical and prescription claims experience, wellness issues, national and state-wide trends, and make recommendations to the Chief Executive Officer and the Board of Commissioners on how to maintain targeted loss ratios and stable premium renewals.
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Essential Duties and Responsibilities (cont.)
7. In consultation with the Authority’s Broker, and with the approval of the Chief Executive Officer and the Board of Commissioner, the CAO is responsible for placing coverage for all medical, prescription, dental, vision, and life plans. Approves operating standards and tactics to ensure achievement of targeted objectives at a carefully controlled expense to the Authority.
8. Oversight responsibility for the Authority’s risk management and safety functions.
9. In conjunction with the Director, Risk Management & Safety, Chief Executive Officer, Chairman and Vice Chairman the CAO ensures the proper administration and cost effective placement of the Authority’s various Property, Casualty, Liability, Worker’s Compensation and other insurance programs, including the Owner Controlled Insurance Program if the Authority chooses to maintain that program.
10. Responsible for supervising all aspects of the Authority’s customer service and community-oriented programs.
11. Aligns the departments within the Administration Division with the organizational strategies and goals of the Authority, and coordinates and collaborate with other divisions of the Authority in establishing and carrying out the responsibilities of the Administration Division.
12. Assures the development and implementation of appropriate policies, procedures, policies, and departmental goals and initiatives that are designed to provide timely, cost efficient support services to all of the Authority’s departments/divisions.
13. Provides executive direction and guidance to staff for appropriate resolution of issues related to human resources, benefits, and Equal Employment Opportunity.
14. Works to promote and maintain a positive image of the Authority by enforcing Authority standards and promptly acting on personnel and EEO-related matters.
15. Assists in the administration, direction, and coordination of the Authority’s efforts to ensure a high degree of operating efficiency and excellent customer service, streamlining procedures where appropriate.
16. Performs other related duties as required and assigned.

Skills/Knowledge/Abilities
1. The individual must display leadership qualities through motivating others to perform well, by inspiring the trust and respect of staff and mobilizing others to fulfill the vision and goals of the organization.
2. The individual must be an effective manager of staff by including staff in planning and decision-making process, providing regular performance feedback and encouraging the growth and development of the skills of the staff.
3. The individual must be able to effectively delegate work assignments by matching the responsibilities to the appropriate staff person. He or she must set expectations and monitor the delegated responsibilities and provide recognition for successful results.
4. The individual must display a thorough understanding of the business implications of his or her decisions and the impact of same on the organization.
5. The individual must demonstrate the ability to organize, and analyze complex and diverse information and use same to resolve problems in a timely manner. The individual must understand the business implications of decisions he or she makes and must align his or her work with organizational goals and strategies.
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Skills/Knowledge/Abilities (cont.)
6. Must have an understanding of the Authority’s strengths, weaknesses, external threats, opportunities, its markets, and competition in order to develop and implement strategies that are aligned with and designed to achieve organizational goals and successes.
7. The individual must possess highly developed interpersonal skills.
8. The individual must be able to exhibit leadership qualities, self-confidence, flexibility, decisiveness, and sound business judgment.
9. The individual must have a thorough knowledge of management principals, philosophies, and techniques.
10. The individual must be willing to continuously build knowledge and skills and share expertise with others and set and achieve challenging goals.
11. The individual must be able to manage difficult customer situations and respond promptly to customer needs. Maintenance of confidentiality is essential.
12. The individual must be able to speak and write clearly in order to communicate effectively. Must be able to demonstrate group presentation skills.
13. The individual must display openness to others views; must be able to balance team and individual responsibilities. Must contribute to building positive team spirit by supporting everyone’s efforts to succeed.
14. The individual must show respect and sensitivity for cultural differences and work toward promoting a harassment free environment and a diverse workforce. The individual must treat everyone with respect, work with integrity, and uphold and support organizational values and goals.
15. The individual must follow all organizational policies and procedures, complete tasks correctly and on time.
16. The individual must display willingness to make timely decisions and be able to support said decisions, exhibit sound and accurate judgments and include the appropriate people in the decision-making process. Must be willing to adapt to changes in the work environment.
17. The individual must be able to prioritize and plan work activities using time efficiently. He or she must react well under pressure and accept responsibilities for his/her own actions. The individual must respond to management direction.
18. The individual must demonstrate accuracy and thoroughness, apply feedback to improve performance and monitor own work to ensure quality. Generate suggestions to improve individual and departmental performance.
19. The individual must be punctual at all times and ensure that work responsibilities are covered in his/her absence.

Supervisory Responsibilities
Director, Human Resource Services
Director, Risk Management & Safety
Manager, Customer Service & Community Relations
EEO Specialist
Insurance Administrator
Administrative Coordinator
Administrative Secretary
Supervisor, Mail Room
Supervisor, Print Shop
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Job Code: 127B

Education and/or Experience
- A Bachelor’s degree in Liberal Arts, Business Administration, Public Administration, or related field.
- At least 6 years of top level general executive experience in corporate management, governmental or substantially similar activities.
- At least three (3) years of extensive Benefits Administration experience.
- Must be an effective administrator with experience handling personnel at various levels, as well as extensive experience handling benefit-related, labor, and equal employment opportunity issues.
- To perform this job successfully, an individual should have well-developed management skills, be very organized, and pay careful attention to detail.
- To perform this job successfully, an individual should have strong written and analytical skills.

Physical Requirements
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to sit (85%). The employee is required to stand and walk (10%) and lift, climb, bend (5%). The employee must occasionally lift, hold, and carry objects up to 25 +pounds. Have normal day and night time vision, corrected or uncorrected. Have normal hearing, corrected or uncorrected. Must be able to perform all position functions. Must be able to physically operate all job related equipment for the position functions. The employee must maintain a neat and clean appearance.

Working Conditions
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job

1. The employee must be organized, work well under pressure, and be able to prioritize assignments appropriately.
2. The employee must communicate well with the public, and remain poised under pressure.
3. The employee must understand the importance of discretion and adhering to deadlines.

Reviewed and Approved By:

Prepared By:  
Revised: November 7, 2008