

The Washington Metropolitan Area Transit Authority (WMATA or Metro) operates the third-largest heavy rail system and sixth-largest bus network in the United States and serves the Washington DC, Maryland, and Virginia (DMV) mega-region. The Metro transit system is critical to the DMV's economy and is a proud employer of over 12,000 individuals that serve the region's customers every day. WMATA was created by an interstate compact in 1967 between DC, Maryland, and Virginia to plan, develop, build, finance, and operate a balanced regional transportation system in the national capital area.

Metro began building its rail system in 1969, acquired four regional bus systems in 1973, and began operating the first phase of Metrorail in 1976. Today, Metrorail serves 98 stations and has 128 miles of track. Metrobus serves the nation's capital 24 hours a day, seven days a week with 1,500 buses. Metrorail and Metrobus serve a population of approximately 4 million within a 1,500-square mile jurisdiction. Metro began its paratransit service, MetroAccess, in 1994; it provides about 2.3 million trips per year.

WMATA is governed by a Board of eight Directors consisting of two Directors each from the District of Columbia, Maryland, Virginia, and the federal government. Each jurisdiction also appoints two alternates. WMATA has no independent taxation authority and depends on its member jurisdictions for capital investments and operating subsidies.

WMATA's Goals

Metro's vision is to be the region's trusted way to move more people safely and sustainably. To achieve this vision, Metro has outlined four goals in its strategic transformation plan, *Your Metro, the Way Forward*:

- Service Excellence – Deliver safe, reliable, convenient, equitable, accessible, and enjoyable service for customers.
- Talented Teams – Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution.
- Regional Partnership – Design transit service to move more people and equitably connect a growing region.
- Sustainability – Design transit service to move more people and equitably connect a growing region.

WMATA's Inspector General

WMATA seeks an Inspector General who is capable of leading strategic audits and investigations that are based upon the core value of providing excellent service to the Authority's customers, ensure safe, reliable, efficient and timely operations and strive to be an employer of choice in the Metropolitan Washington region. To fulfill this objective, the Inspector General will work independently to produce meaningful outcomes that better the agency by listening to, working with and building relationships with staff and the Board of Directors. Gaining insight into strategic initiatives, goals and operational outcomes will help the Inspector General to drive WMATA to better itself and ensure that the agency is efficiently achieving its core objectives of being a world class organization.

The Office of Inspector General (OIG) was established as to conduct and supervise audits, program evaluations and investigations relating to Authority activities; promote economy, efficiency, and effectiveness in Authority activities; detect and prevent fraud and abuse in Authority activities; and keep the Board of Directors fully and currently informed of deficiencies in Authority activities, as well as the necessity for, and progress of, corrective action. The Inspector General, an officer of the Authority, reports to the Board of Directors and heads the Office of Inspector General. WMATA is not a federal agency, and this position is not governed by the federal Inspector General Act.

Duties and Responsibilities

The Inspector General must act, operate, and maintain independence and simultaneously work as a key business partner with the Board of Directors, the General Manager, and the senior executive team to ensure that the agency is operating efficiently and safely, and that revenue and expenses are appropriately accounted for and allocated without any fraud, waste, and abuse. The Inspector General supervises the Office of Inspector General as it conducts and supervises audits, program evaluations, and investigations relating to Authority activities, promotes economy, efficiency, and effectiveness in Authority activities; detects and prevents fraud and abuse in Authority activities; and keeps the Board of Directors fully and currently informed of deficiencies in Authority activities, as well as the necessity for, and progress of, corrective action. The Inspector General must determine and then prioritize what audits and investigations are undertaken and at the same time allocate appropriate resources to each, so that the process can conclude in a timely manner and the most accurate information can be obtained.

The Inspector General is expected to engage with the Board Chair on a regular basis to determine objectives, priorities and goals of the Inspector General's office. The Inspector general must communicate regularly, apprise, prepare, and deliver to the Board reports as appropriate on audits, program evaluations, and investigations. In doing so, the Inspector General will then work with the General Manager and his senior executive team on an ongoing basis to provide recommendations for the progress of deficiencies and corrective actions to be taken so that positive outcomes are achieved as quickly as possible. Additionally, the Inspector General will work together with General Manager, and senior executive team to make recommendations to management that will assist WMATA in meeting and exceeding its business goals and objectives. Utilizing its power to maintain an office which is independent of WMATA and its employees, while building a trusting relationship[which allows all parties to work together in taking action that improves services offered, working conditions and general business operations.

The OIG will maintain a confidential flow of communication to protect any reports made to its offices and should consider input from risk management in assessing a potential risk, the size and scope of the potential risk and the decision as to whether to conduct an audit is warranted and will improve WMATA's core mission of excellence. When undertaking an audit or investigation, the Inspector General will appropriately allocate its staff and office resources to address substantive high-risk areas that are identified by the Board, management, and its office.

When appropriate, the Inspector General may inquire into all programs and operations of the Authority for audit information and to carry out a comprehensive plan for audits.

The audit program includes, but is not limited, to the following types of audits:

- Performance Audits – determines whether the entity is managing or utilizing its resources (personnel, property, space, etc.) in an economical and efficient manner; and to determine the causes of any inefficiencies or uneconomical practices, including inadequacies in management information systems, administrative procedures, or organizational structure.
- Financial and Compliance Audits – determines (a) whether financial operations are properly conducted including the effectiveness of internal controls, (b) whether the financial reports of an audited entity are presented fairly, and (c) whether the entity has complied with the applicable laws and regulations.
- Contract Audits (attestations) – determines whether WMATA contractors are meeting their responsibility to the Authority. Attestations are conducted to provide professional advice on accounting and financial matters, assisting in the negotiation, award, administration, re-pricing, and settlement of contracts. Contract audits may result in the identification of questioned and unsupported costs.

Other Duties and Responsibilities

- Works collaboratively, yet independently, with the Board and WMATA staff to strengthen WMATA's commitment of delivering world class transportation services to its stakeholders that are safe, reliable, efficient, affordable and timely.
- Determines meaningful work plans and goals for the Office of the Inspector General and develops long and short-range plans to attain these goals that seeks to examine substantial areas of organizational performance and provide solutions oriented outcomes that will assist management and the Board in strengthening WMATA.
- Implements approved annual work plan and provides regular updates, at least quarterly in scheduled meetings with the Board of Directors, on the progress and recommendations of such undertakings.
- Partners with senior management to identify audit opportunities that lead to improved efficiencies and practices, compliance with federal, state, and local laws and regulations, and internal financial control assessments.
- Acts as adviser on audits and investigations for program officials in all components of the Authority; and regularly consults with Board Chair, General Manager, Chief Risk and Audit Officer, and General Counsel to avoid duplication of effort and insure effective coordination and cooperation.
- Determines the budgetary requirements, priorities, and objectives of the OIG.

- Prepares for review and approval by the Board of Directors an annual work plan with input from management that encompasses audit and cross-functional activities of the OIG.
- Directs audit and investigation activities and plans, coordinates, and conducts these activities within available staff resources.
- Determines resources needed, allocates these resources to meet operational and emergency needs, and is responsible for the effective and economical use of these resources.
- Sets the policy for the office including the determination of audit and investigation emphasis and procedures, and makes internal organizational changes to improve the office operations.
- Delegates authority to subordinates and holds them accountable for the quantity and quality of their assignments.
- Maintains a system of quality control and continual surveillance to assure consistent adherence to applicable audit, evaluation, and investigation standards.
- Establishes appropriate audit, evaluation, and investigation guidelines and review of such guidelines at frequent intervals to assure that they reflect current requirements and provide adequate emphasis in identifying weaknesses in controls and fraud prevention.
- Plans and carries out a broad and comprehensive training program to provide professional development and training in auditing procedures, investigative techniques, and fraud prevention.
- Provides advice and consultation to WMATA officials in carrying out audit recommendations and correcting programmatic and operational weaknesses to reduce the potential for fraud, waste, and abuse.
- As required, issues subpoenas requiring the attendance and testimony of witnesses and the production of any evidence relating to any matter under investigation by the Office of the Inspector General.
- Conducts other special audits, assignments, and investigations as the Board deems necessary. The additional areas include, but are not limited to, personnel management, programs operations, contractual agreements, and employee protection, and procurement fraud.
- Presents oral and written briefings and reports to the Board of Directors and Management on all audits, investigations, and management reviews.
- Informs the Board of Directors when representing WMATA OIG before industry and related professional groups, public agencies, legislative bodies, the private sector, and the public.

- Operates in a highly confidential manner to ensure effective work results that are mindful of privacy policies and other legal considerations.

- Serves as a resource by staying current on new audit or relevant business processes and procedures.

- Act as liaison representative for all external audits of WMATA.

The above duties and responsibilities are not intended to limit in any way the right of the Board to assign and oversee the IG's work.

The Inspector General must:

- Balance confidentiality and independence with the ability to build trusting relationships with the Board, WMATA employees and the public in a way that seeks to strengthen WMATA as an organization whose mission is to provide world class transportation services and serve the community as an employer of choice.

- Prioritize and conduct substantial and meaningful audits and investigations that are impactful to WMATA's mission and that deliver results that better the organization.

- Establish and maintain a professional, effective, and collaborative working relationship with other offices within WMATA.

- Demonstrate an ability to manage the audit and investigation programs within established budget limitations, including planning and directing each facet of the function.

- Plan, organize, and direct the integrated work of a multi-discipline organizational unit in providing WMATA oversight.

- Prepare comprehensive and succinct reports and briefings to clearly outline the problem and proposed alternative solutions.

- Make timely and effective decisions and implement results through strategic planning and implementing and evaluating programs and policies.

- Administer human, financial, material, and information technology resources in a manner to instill public trust and accomplish WMATA's mission.

- Possess considerable experience in evaluating complex programs and operations and an ability to assess results and then develop and implement recommendations for improvements.

- Have extensive experience in developing new approaches, methods, techniques and standards for the identification and solution of problems in accounting and auditing.

- Familiar with theories, principles, practices, and program areas related to audits and investigations.
- Possess extensive knowledge and a demonstrated ability to design and implement strategies that foster ethical standards in meeting WMATA's mission and goals.
- Possess knowledge of relevant procurement regulations.
- Possess familiarity with transit capital and operating budgets.
- Be capable, when authorized by the Board of Directors, to represent WMATA before elected officials and the public.
- Possess the proven ability to understand, interpret and apply federal, state, and local laws, rules, regulations, policies, procedures, contracts, budgets, and labor/ management agreements.

Personal Characteristics

- Collaborator, relationship builder, strategic leader who is committed to strengthening organizations through their work.
- Mature executive who thinks globally to identify substantial, impactful and results oriented tasks that can strengthen and unite WMATA's management, board and, the public and its stakeholders.
- Excellent oral and written communication and strong interpersonal skills.
- Strong results-oriented leader capable of listening carefully and responding appropriately and with sound judgment.
- Executive presence that displays unwavering personal integrity and ethical conduct.
- Ability to attract key support from staff and be respected by all constituents.
- Proven leadership skills which include being a unifier and team builder, a problem solver, and mentor and motivator to staff and others.
- Dynamic personality with great presence.
- Strong core value system.
- Good listening and facilitation skills – ability to build relationships and consensus.
- Strategic thinker/planner.

- Leader capable of delegating responsibility.
- Fiscally responsible and resourceful manager.

Minimum Qualifications

Graduation from an accredited four-year college or university with a Bachelor's degree and a minimum of at least ten (10) years of progressively responsible executive-level management experience in accounting, business, political science, public administration, or similar field. Working experience in forensic accounting, auditing, law, law enforcement, criminal justice, accounting, public administration or policy would be beneficial. Experience as an auditor, forensic accountant, attorney, prosecutor, judge, investigator or candidates with a juris doctor degree is a plus.

To Apply

For more information or to apply, please send a cover letter and resume to Gregg Moser, gmoser@kapartners.com.