

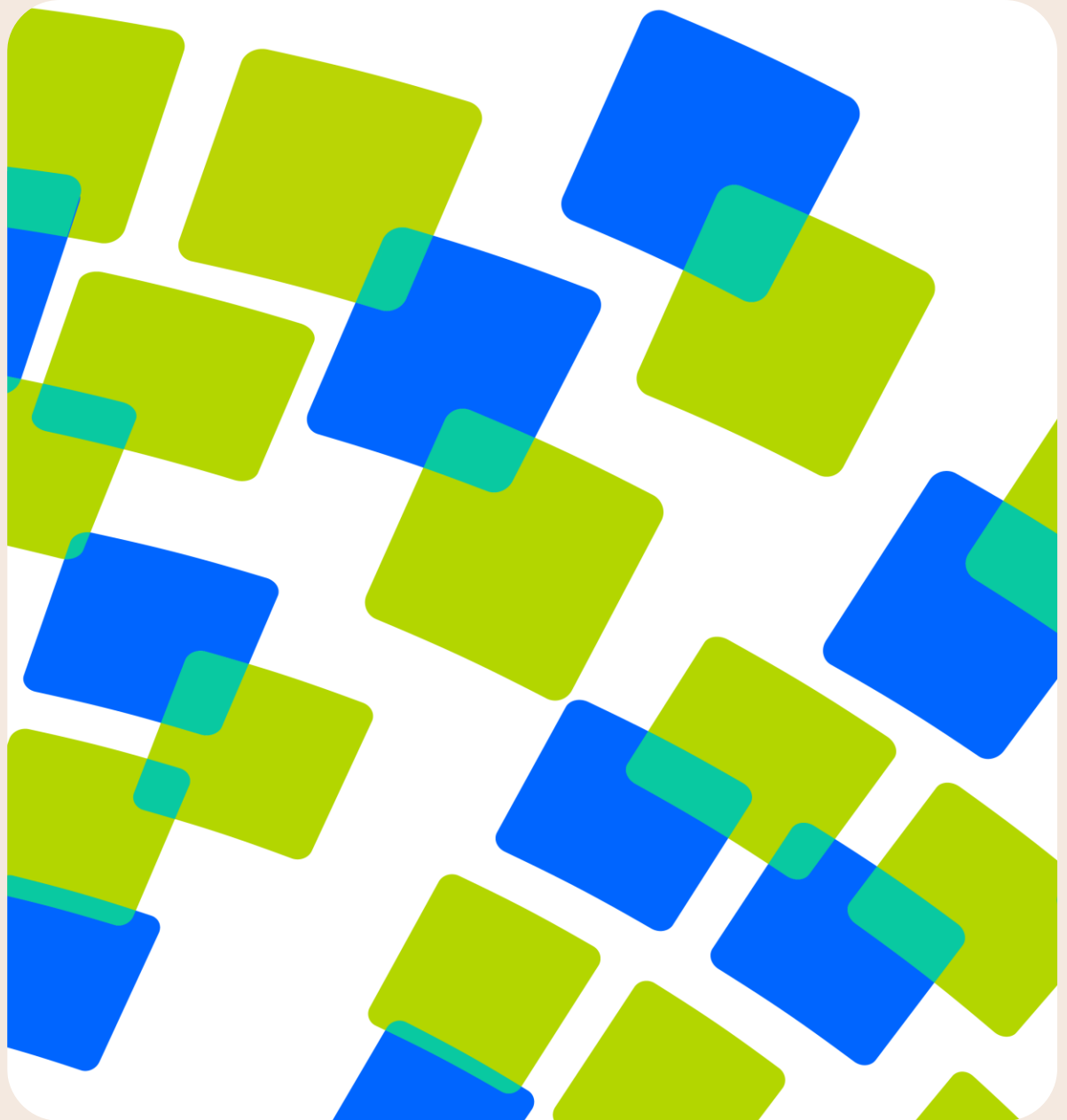


Workforce Operations & Compliance

Team Functions

Washington Metropolitan
Area Transit Authority

April 6, 2026



Purpose

To establish a centralized workforce operations and compliance team responsible for the oversight and coordination of Finance operational functions to include but not limited to:



Recruiting and engagement:
Employee life cycle



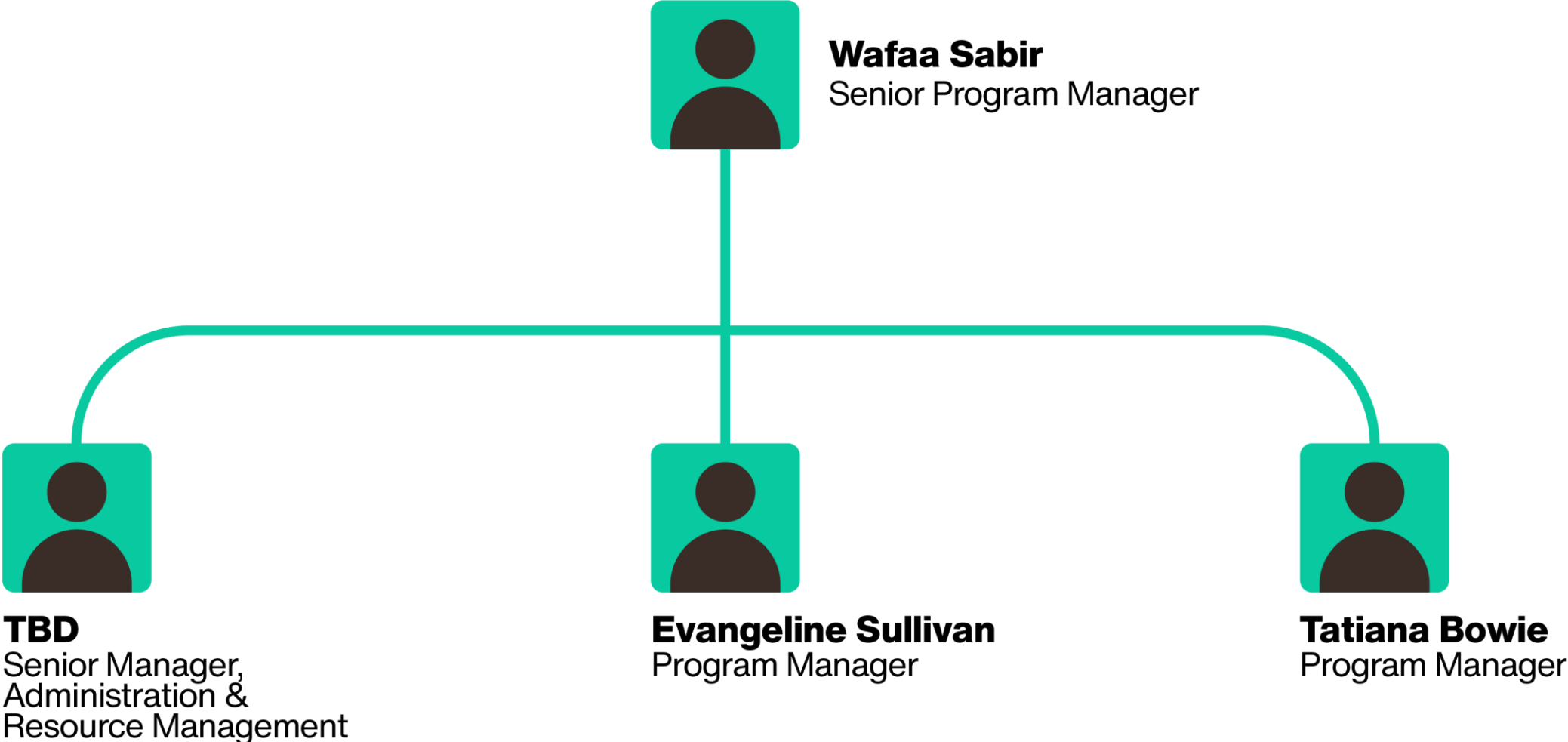
Audit and Compliance:
Effective and timely audit readiness, response, and compliance



Communication and Special Projects:
Quality management system, strategic initiatives, and communication



Organizational Chart



Recruitment & Engagement

Recruitment

- Talent pipeline support and Strategic Transformation Plan (STP) alignment
- Job descriptions
- Optimize sourcing channels



On-boarding/Off-boarding Process

- Coordination of cross-departmental communication (Digital Modernization (DM), Human Capital (HC), Facilities, etc.)
- Seamless transitions with standardized and consistent process/checklists



Recruitment & Engagement

Training

- Identify, design and deliver professional and personal development programs
- Maintain training matrix, records and compliance certifications



Recognition Program

- Develop, launch, and manage employee recognition platform
- Foster engagement through celebration of achievement



Workforce Management

- Liaise, facilitate, and support performance related concerns, including disciplinary action process



Audit & Compliance

Audits Readiness & Compliance

- Audit Calendar management and coordination, ensuring processes and controls are audit ready
- Cross-functional preparation, evidence gathering, and responses to auditors
- Primary liaison for audit communications, timelines, and documentation



Corrective Action Plan (CAP) Management

- Coordinate and validate audit response ensuring accuracy and timely submission
- Draft, track, and manage CAPs through remediation and closure
- Compliance management and monitoring of actions, and findings closure tracking



Communication & Special Projects

Cross-functional

- Support strategic initiatives and collaboration across departments and reporting
- Facilitate and support the development and review of internal communications, including Board communication, memoranda, and staff notices
- Streamline and centralize communication to ensure clarity and accessibility across Finance
- Foster collaboration and knowledge sharing through Newsletters, sharing upcoming events, new/updated policies, employee highlights, promoting transparency



Quality Management System/ Self-Assessment

- Quality oversight and documents revision tracking
- Internal assessments



Communication & Special Projects

Review & Maintain Policies

- Maintain a centralized policy repository to ensure review cycle compliance, alignment with regulatory and organizational standards



Other Projects

- Continuity Of Operation Plan (COOP)
- Maintain and oversee Finance Intranet site featuring organizational charts, news and announcements, event calendar, employee directory, dashboards, links to tools and systems, etc.
- Plan and execute All Hands meetings, including agenda coordination, venue booking, catering arrangements, presentation management, etc.



Thank you!



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Questions?