



ASSISTANT CHIEF TRANSPORTATION OFFICER, SERVICE DELIVERY

FC: OF075

PC: 950

PB: 11

BU: 95 (NR)

FLSA: Exempt

Created: October 1991

Revised: March 9, 2006

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Assists in managing and overseeing the activities and operations of the Transportation and System Service Department including management of the District's station appearance program and train service and station operations on assigned lines; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Chief Transportation Officer; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class manages, through subordinate management/supervisory staff, the multi-shift operation and staffing of yard and revenue train service as well as station operations and cleaning throughout the District. This incumbent is accountable for accomplishing departmental goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the Chief Transportation Officer in that the latter has overall responsibility for the District's transportation operations and planning, service delivery, central control, departmental administration and budget, and operations support and review functions and activities.

REPORTS TO

This position reports to the Chief Transportation Officer.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Assists in the management responsibility for all department services and activities including management of the District's station appearance program and train service and station operations on assigned lines; recommends and administers policies and procedures.

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2. Participates in the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.
3. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
4. Assists in coordinating the Transportation and System Service Department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
5. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
6. Evaluates passenger services, station operations and cleaning services; ensures that staff provide high level service to District patrons and that all equipment is functioning properly; ensures that operating rules and procedures are followed.
7. Oversees the station appearance and cleanliness program; confers with department managers and staff on the coordination of cleaning and patron services.
8. Provides on-scene coordination during emergency or unusual situations; coordinates operations with other District departments or divisions.
9. Oversees station security programs to provide a safe operating environment for staff and patrons.
10. Monitors developments related to station and facility operations; evaluates impact on District operations; recommends and implements policy and procedural improvements.
11. Assists in the selection, motivation and evaluation of assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
12. Participates in the development and administration of the department budget for assigned line; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
13. Explains, justifies and defends department programs, policies and activities; negotiates and resolves sensitive and controversial issues.

14. Represents the Transportation and System Service Department to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
15. Provides staff assistance to the Chief Transportation Officer; participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
16. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of transit system service delivery.
17. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a comprehensive metropolitan transportation program.

Principles and practices of transit service and public services facility operations.

Methods and techniques used to maintain clean transit station environments.

Safety principles pertaining to the operation of transit vehicles and public facilities.

Customer service principles and practices.

Principles and practices of policy development and administration.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Related Federal, State and local laws, codes and regulations.

Skill in:

Assisting in the management of a comprehensive transportation system.

Developing and administering departmental goals, objectives and procedures.

Analyzing and assessing policies and operational needs and making appropriate adjustments.

Identifying and responding to sensitive community and organizational issues, concerns and needs.

Assisting in coordinating the work of lower level staff.

Selecting, supervising, training and evaluating staff.

Researching, analyzing and evaluating new service delivery methods and techniques.

Reviewing and evaluating transit and public service facility operations.

Overseeing station appearance and cleanliness programs.

Providing quality customer service to District patrons.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.

Evaluating passenger services and station operations.

Preparing clear and concise administrative and financial reports.

Preparing and administering large and complex budgets.

Interpreting and applying applicable Federal, State and local policies, laws and regulations.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business administration, public administration or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional experience in the operation of transit system station operations which must have included at least three (3) years of management and administrative experience.

Other Requirements:

The incumbent will have a twenty-four (24) hour, seven (7) day per week on-call responsibility for rail or station operations or appearance problems.

Must possess a valid California driver's license and have a satisfactory driving record.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time.

EEOC Code: 01