



CREW OFFICE SUPERVISOR

JC: 000168
PB: G
FLSA: Non-Exempt

BU: 31 (AFSCME)
Created: March 2018

*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

Under direction, supervises, coordinates, provides direction and oversight to the day-to-day operations and activities of the crew office within the Transportation department; provides administrative and analytical support on special assignments; coordinates assigned activities with other divisions; provides highly responsible and complex staff assistance to higher level management; and performs other related duties as assigned.

CLASS CHARACTERISTICS

This is the first-line full supervisory level over multiple shifts of crew office staff responsible for the maintenance of time, labor, payroll, overtime, leave and availability records for the Transportation Department. Incumbents are expected to exercise considerable latitude and independent judgment in the day-to-day conduct of work. This classification is distinguished from the Transportation Supervisor in that the former is responsible for oversight of day-to-day station and revenue systems support operations.

REPORTS TO:

Group Manager, Operations Support & Review or his/her designee

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

1. Supervise and oversee the work of Transportation Administration Specialists responsible for time, labor, payroll, overtime, leave and availability record-keeping support; provides analytical and administrative support on projects and special assignments.
2. Participate in development and implementation of goals, objectives, policies and priorities; compose procedures based on new directives and Transportation Notices; ensures policies, procedures, rules and regulations

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are being followed and evaluates the effectiveness of procedures and recommends and implements improvements.

3. Monitor and approve time entries for crew office staff; ensure adequate shift coverage.
4. Ensure that all necessary time inputs, discrepancies and corrections are distributed equitably on all 3 shifts and are fully resolved prior to the close of biweekly payroll periods; coordinate, interact and follow-up with Time and Accounting Administration Department (TAAD) to resolve issues.
5. Participate in the selection, training, motivation and evaluation of personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
6. Respond to inquiries from employees, foreworkers, supervisors and/or managers relating to timekeeping, payroll issues and provide assistance to transportation management regarding pay adjustments, grievances and other payroll related questions.
7. Assist ATU stewards in researching complaints/grievances via recorded line and by means deemed necessary; research validity of grievances prior to response; follow up with employees regarding prevention of future errors/omissions.
8. Handle labor relations matters by implementing contract provisions and arbitration rulings; review and/or represent the District in arbitrations and court procedures as appropriate; research contractual issues for employees, foreworkers and supervisors as appropriate.
9. Compose procedures based on new directives, Transportation Notices and as deemed necessary whenever there are new rule changes; draft Transportation Notice(s) as directed by Transportation Management.
10. Develop bid schedules to meet contractual and District needs three (3) times per year; monitor and evaluate overtime costs.
11. Participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary; provides staff assistance to high-level management staff.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of rail transportation system operations.

Principles and practices time, accounting and payroll.
Automated timekeeping systems, such as Oracle PeopleSoft HCM.
Principles of supervision, training and performance evaluation.
Principles, practices, methods and techniques of report preparation.
Principles and procedures of record keeping.
Transit system operational principles, rules, regulations, policies and procedures.
Train and schedule operations.
Methods and techniques of administrative analysis.
Office equipment including computers and supporting word processing and spreadsheet applications.
Related Federal, state and local laws, codes and regulations.

Skill in:

Supervising, organizing and reviewing work of lower level staff.
Selecting, supervising, training, evaluating and disciplining subordinate co-workers.
Recommending and implementing goals and objectives for providing effective services.
Collecting, evaluating and interpreting varied information and data.
Reviewing and analyzing complex technical documents.
Planning and supervising research projects.
Applying practices, theories, techniques and management methodology.
Researching, analyzing and evaluating programs, policies and procedures.
Communicating clearly and concisely, both orally and in writing.
Interpreting and explaining District policies and procedures.
Preparing clear and concise reports.
Maintaining accurate records and files.
Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in Public Administration, Business Administration, Accounting, Economics or a closely related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable administrative or analytical hands-on experience within an automated timekeeping system which must have included at least one (1) year of administrative/lead experience. Experience in a transportation setting is preferred.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens and electronic equipment.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEO-1 BART Job Group: 1500 – Supervisors/Other

Safety Sensitive: No