



## **GENERAL MANAGER JOB DESCRIPTION**

The San Francisco Bay Area Rapid Transit District (“BART”) is a special district governed by a nine (9) member Board of Directors and is the fifth (5<sup>th</sup>) largest transit agency in the United States, operating 122 miles of heavy rail track with 48 stations. BART’s heavy rail rapid transit and paratransit serves Alameda, Contra Costa, and San Francisco Counties, with extensions to San Mateo and Santa Clara Counties of the San Francisco Bay metropolitan area. BART also operates rail service to and from the Oakland International Airport, a diesel extension into east Contra Costa County, and manages the Capitol Corridor intercity passenger rail service operated by Amtrak between Silicon Valley and the Sacramento region.

BART has over 3,900 employees that provide nearly 415,000 average weekday trips to customers.

For more than four decades, BART has been an efficient, reliable way for families, friends and commuters to safely reach their destinations. We are proud to support the region’s economy, reduce traffic congestion and protect the environment. BART is working hard to revitalize aging infrastructure, implement computer-based train control, replace the entire existing fleet of rail cars, and preparing to operate and maintain the Silicon Valley-Berryessa extension. BART’s strategic plan is focused on reliability, safety, security, and cleanliness.

The next General Manager will be expected to be forward-thinking and capable of developing and implementing a bold strategic vision to lead BART in its mission to become a world class transit system by driving culture change and delivering on capital investments.

### **SCOPE AND RESPONSIBILITIES:**

The General Manager oversees BART’s operations, administration, and system expansion. Applicants should have experience in leadership in a multi-modal public transit agency servicing a diverse metropolitan area; have shown success in building complex organizations with high regard for daily reliability, customer service, and foresight to ensure future success and world class scale accomplishments. Additionally, this successful candidate will have a deep understanding of administrative functionality including operating and capital financial management, strategic planning, and external affairs.

The BART General Manager will tackle the challenge of keeping the Bay Area moving by replacing its aging rail fleet (the oldest in the country) while also rebuilding its infrastructure and modernizing its stations. Enhancements to our train control system will allow BART to run a safer, more frequent and reliable train service.

The following areas define the desired background and qualifications for this role:

## **GENERAL TRANSIT MANAGEMENT**

- Administers, through the Executive management staff, with oversight from the BART Board of Directors, and partnerships with organized labor; local, state, and federal equal employment opportunity and affirmative action provisions.
- Interprets District policies and procedures to management staff; and is responsible for morale, productivity and discipline of District employees.
- Provides strategic leadership in the development and execution of long and short-term plans as they relate to BART's Strategic Plan Framework; Develops and recommends policy and procedural actions regarding the operation of all District activities; directs the implementation of ordinances, goals, objectives, policies, procedures and work standards for the District through executive staff, department heads, and managers.
- Responsible for the acquisition, construction, maintenance and operation of all District facilities; and is responsible for all business affairs of the District
- Reviews and evaluates the activities of subordinate management and professional staff; confers with Executive management and support for the Board, as required.
- Monitors developments and legislation related to District activities; evaluates their impact upon District operations and recommends and implements policy and procedural improvements.
- Through subordinate Executive staff, is responsible for identifying and developing system expansion projects.
- Directs and leads affirmative adherence to a culture of safety throughout the District.

## **INTERNAL RELATIONSHIPS**

- Oversees and coordinates the activities and development of Deputy General Manager, Assistant General Managers, and Executive Managers and other related staff who are responsible for implementing and administering all activities within their functional areas.
- Provides oversight and leadership to the Chief of Police, who is responsible for leading a sworn police force, as well as non-sworn personnel.
- Provides oversight and leadership to the Managing Director, Capitol Corridor, who is responsible for the day-to-day operations of the Capitol Corridor passenger rail service under the Capitol Corridor Joint Powers Authority.
- Ability to partner and work collaboratively with fellow Board Appointed Officers (District Secretary, General Counsel, District Treasurer, Independent Police Auditor, and Inspector General).
- Partners with collective bargaining units to create and uphold positive union/management relations and encourages constructive employee engagement and productivity for all represented and non-represented staff.

## **EXTERNAL RELATIONSHIPS**

- Represents the District and the Board in meetings with legislative bodies, providing coalition leadership among governmental agencies, media, other transit organizations, professional and business organizations and the public.
- Provides consistent communication and transparency to workforce, patrons, the community, elected officials, and the media.
- Addresses the needs of the community by defining objectives led by feedback and outreach.
- Consistently contacts BART patrons to receive feedback, comments, responses, and suggestions for both new initiatives and daily operations.

- Drives BARTs Equal Employment Opportunity (EEO), Environmental Justice (EJ), Disadvantaged Business Enterprise (DBE), Small Business, and Non-Discrimination Programs for Subcontracting goals by creating strong external outreach and partnerships.

## **BOARD INTERACTION**

- Fosters constructive communications and purposeful and professional relationships with the Board of Directors.
- Ensures that financial, operational, administrative, and other reports and information are provided to the Board in a timely manner.
- Applies Board policies and assist in policy making, ensuring the Board is consistently and timely informed of relevant data for decision-making.
- Supports and guides Board objectives, generating goals and tactics to direct achievement.
- Informs the Board of all efforts pertaining to government and legislative bodies and how they relate to BART's operations and financial needs.

## **PERSONAL ATTRIBUTES:**

- Demonstrates professionalism, integrity, confidence, political perception and flexibility.
- Leads with fair, firm, open-minded, and inclusive methods.
- Values innovation and determination, driven by results, responds well to constructive feedback and seeks stakeholder engagement.
- Engages in public speaking and interpersonal communications.
- Cultivates inclusion throughout the organization including contractors and external partnerships
- Leads strategically using critical thinking and problem-solving, mentors and challenges staff to listen compassionately and to facilitate and negotiate realistically.
- Shows depth of knowledge of principles, practices, and techniques of overseeing and administering all activities of a major metropolitan transit district including strategic planning, program and budget development, and implementation and employee supervision.
- Possesses experience with theory, principles, practices, and techniques of public administration; develops strategies for developing and implementing organizational change, and principles of effective management, supervision, and business communication.
- Exhibits advanced knowledge of trends and best practices in the field of public transportation, and related Federal, State and local laws, codes and regulations.
- Ability to leverage technology to gain efficiencies throughout the organization.

## **EXPERIENCE REQUIRED:**

The successful candidate will have a minimum of 10 years of executive management experience with a large complex operating organization, transportation agency or another public or private entity of comparable nature, complexity, and size to BART. While transit experience is preferred, candidates with experience from other industries will be considered. A Bachelor's degree in transportation, transportation management, engineering, business management or equivalent is required. An equivalent combination of education and experience consistent with the required qualifications will also be considered.

**For additional information or to submit a resume, please contact Gregg A. Moser at [gmoser@krauthamerinc.com](mailto:gmoser@krauthamerinc.com).**