



SUPERVISOR of OPERATIONS, eBART

JC: 000148
PG: EB1
FLSA: Non-Exempt

BU: 31 (AFSCME)
Created: February 2016

*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 general direction, this classification supervises and coordinates the eBART train and passenger service operations; supervises and performs a broad range of operations duties, including but not limited to; operations staff work assignments, performs duties of central train control, field train service management, station operations and customer service. Maintains the ability to perform the duties of the Diesel Train Engineer; provides passenger safety and assistance, performs typical train, facility and station corrective actions to meet the eBART service objectives; and performs other duties as assigned.

CLASS CHARACTERISTICS

This is an advanced journey level class in the Operations Supervisor series. Positions in this class possess specialized technical and functional expertise that is exclusive to Supervisor of Operations, eBART classification as defined.

REPORTS TO

This classification reports to the General Superintendent and/or his/her designee.

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

1. Coordinates, supervises and performs the activities of eBART train service operations, train control, station functions and passenger services. Oversees and assists operations staff in providing safe and reliable train service.
2. Monitors, responds and communicates train control functions from the eBART Operations Control Center, Field Control Center, Maintenance Facility and Stations. Provides active supervision and decision making vital to the safe and efficient delivery of service.
3. Supervises Train Engineers, Custodians, Vehicle Mechanics, MOW and other personnel when work on or about the railroad right of way. Applies and enforces Roadway Worker Protection, policies and procedures.
4. Oversees and performs all aspects of facilities and stations operations including customer service, equipment operation and appearance; performs corrective actions to restore services

and equipment to meet service requirements; including inspections, repairs and cleaning as required.

5. Retains the mobility to respond throughout the eBART system to; emergencies, train or customer service relate issues, delays and/or other staff assistance.
6. Takes corrective action to alleviate incidents or delays, in line with eBART policies and procedures.
7. Evaluates operations and passenger service to ensure that systems and services are functioning properly, meet service goals, and that eBART and regulatory policies, procedures and regulations are being followed and met.
8. Assists in investigations and prepares reports; maintains accurate records as required for safety, operations and other reporting; develops operation plans and procedures, training programs, evaluation and qualification criteria.
9. Must develop and maintain positive working relationships with co-workers, managers, contractors, customers, safety, regulatory and public officials, in the performance of duties.
10. Attend and participate in meetings, committees, presentations and reports; provides assistance to management staff as required.
11. Performs other duties as assigned.

This classification will be engaged in other duties as assigned without regard to limitations of job descriptions in order to maximize the efficient delivery of eBART services.

QUALIFICATIONS

Knowledge of:

Operations management functions, services and activities of a passenger transportation system; Central Train Control, transit rail policies, practices and procedures

Knowledge and application of General Code of Operating Rules (GCOR), Federal Railway Administrations (FRA), California Public Utilities Commission (CPUC) regulations.

Principles of supervision, training, performance evaluation, customer service; administrative procedures, reporting, communications, use of typical industry computer programs.

District and Occupational Safety and Health Administration (OSHA) health and safety rules and regulations, hazardous materials handling; and emergency response coordination.

Skill in:

Leading, supervising and motivating staff; completing performance evaluations, conducting training classes, enforcing District policies, rules and procedures, promoting safety practices.

Analyzing, ability to communicate clearly and concisely both verbally and in written reports; by the use of typical office equipment, computer programs, audio visual equipment.

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Use of common shop machinery, working conditions, physical and/or environmental.

Developing and administering department goals, objectives and procedures.

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

Other Requirements:

Must complete all eBART certifications during the certification period.

Must learn and comply to all General Code of Operating Rules, California Public Utilities Commission (CPUC) regulations, Roadway Worker Protection policies, eBART and Occupational Safety and Health Administration (OSHA) safety rules.

Possess a valid California Driver's License and have a satisfactory driving record.

Must meet vision and color recognition requirements.

Demonstrate clear and concise oral and written communication skills.

Able to lift, position or carry objects weighing up to 50 pounds.

MINIMUM QUALIFICATIONS

Education:

High school diploma, GED or recognized equivalent. Bachelor's degree in business, public or transportation administration, or closely related field is preferred.

Experience:

Five years verifiable railroad or rail transit operations or maintenance experience; work history including a minimum of two years in a supervisory or management role. Experience as a railroad or rail transit Dispatcher, Train Controller, Road Foreman or Trainmaster. Experience and Certification as a railroad or transit Locomotive Engineer is preferred. Additional Professional experience as outlined above may be substituted for the education on a case by case basis.

WORKING CONDITIONS

Environmental Conditions:

Railroad, stations, maintenance facility environments.

Office and shops, computers, office machines, shop machinery.

Exposure to physical, electrical, chemical hazards, heat, inclement weather conditions.

Physical Conditions:

Able to work in cramped enclosed, confined, elevated or awkward spaces.

Able to stoop, bend, crouch, crawl, climb; or walk long distances over uneven terrain.

Work in an environment with potential noise, respiratory or visual hazards.

BART EEO-1 Job Group: 1000 – Supervisors/Transportation

Safety Sensitive: Yes