



**ACCESS ADMINISTRATOR**

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|---------------------|----------------------------|
| <b>JC:</b> QC209    | <b>BU:</b> 31 (AFSCME)     |
| <b>PB:</b> 7        | <b>Created:</b> April 2004 |
| <b>FLSA:</b> Exempt |                            |

*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**

Supervises, administers, and coordinates all planning, finances, activities and operational aspects for the assigned District customer access program, including implementation and interpretation of policies and procedures, budget development and monitoring, and long and short term planning; coordinates with other departments, the public and outside agencies; provides reports for executive committees, the BART Board of Directors, other agencies and interest groups; provides complex administrative support to the Parking Division Manager or the Department Manager, Customer Access; and performs related duties as assigned.

**CLASS CHARACTERISTICS**

This position class supervises, administers, develops, implements and operates the assigned Customer Access program for the District. The incumbent coordinates with and will be supported by staff from various departments, including, but are not limited to Transportation, Operations, Maintenance & Engineering, Transit System Development, Operating and Capital Budgets, Real Estate, Procurement, Legal, Police and Marketing. A significant portion of the work is accomplished through interaction with other departments and the management of consultants.

**REPORTS TO**

The Access Administrator reports to either the Parking Division Manager, the Manager of Paratransit Programs, or the Department Manager, Customer Access.

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

1. Supervises, administers, and coordinates an assigned aspect of the District Customer Access program, including the development and implementation of services, coordination of operations, participation in long and short-term planning, administration of procurement, negotiation and management of the operational service contracts or capital projects.
2. Participates in the development and supervises the implementation of goals and objectives for the assigned programs; recommends and administers related policies and procedures.

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3. Monitors and evaluates the effectiveness of Customer Access programs; develops and implements modifications to the program as required.
4. Participates in the development and administration of the annual budget for the assigned Customer Access programs, including monitoring the financial aspects and budgets for assigned contract services, ensuring all work performed by contractors adheres to financial and budgetary constraints; and submits budget recommendations.
5. Assists with selection and coordination of training, motivation and evaluation of assigned personnel.
6. Represents the District at a variety of meetings, both internally and externally; presents goals and objectives of customer access projects; provides policy and procedure interpretation impacting customers, vendors, and other District Departments; responds to questions from concerned parties.
7. Directs, reviews and prepares publication and distribution of passenger promotional materials.
8. Prepares analytical and statistical reports, memoranda, and other communications to senior staff, board members, and outside agencies and committees; develops and provides presentation to various public agencies and officials.
9. Responds to written and oral requests from board members, management, outside agencies and the public.
10. Monitors industry standards; evaluates impacts upon District's operations; develops and implements practice and procedural improvements.
11. Oversees, and may act as a liaison for the Customer Access Department with other divisions, departments, and with internal and external advisory committees regarding customer access issues; interprets policy and procedure; negotiates and resolves sensitive and controversial issues, which may result in recommendation of revision to policy and procedure.
12. Prepares and presents staff reports and other necessary correspondence and provides the Department's/District's support responsibilities for various task forces and committees.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations, services and activities related to a variety of transportation access programs.
- Procedures and practices of procurement and contract management.
- Principles and practices of budget preparation and administration.
- Methods and techniques of financial cost/benefit analysis.
- Statistical techniques, methods and formulas.
- Principles of joint program administration.
- Principles of contractual administration and compliance.
- Related Federal, State and local codes and regulations.

**Skill in:**

- Planning, designing and implementing customer access programs.
- Interpreting, analyzing and applying Federal, State and local policies, laws and regulations.
- Communicating clearly and concisely both orally and in writing.
- Selecting, supervising, training and evaluating staff.
- Administering contracts and managing contracted staff.
- Participating in the development and administration of division goals, objectives and procedures.
- Participating in negotiations of agreements with local agencies, developers and private organizations.
- Preparing and administering program budgets.
- Preparing clear and concise administrative and financial reports.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**MINIMUM QUALIFICATIONS**

**Education:**

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

**Experience:**

Four (4) years of (full-time equivalent) verifiable professional planning, project management, or business management experience, which must have included at least one year of supervisory experience.

**Other Requirements:**

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 college degree is preferred.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens; field/station environment; may be subjected to inclement conditions.

**Physical Conditions:**

May require maintaining physical condition necessary for sitting, walking, or standing for prolonged periods of time, driving a vehicle and walking around station environments and facilities.

**BART EEO-1 Job Group:** 3500 – Professionals  
**Census Code:** 0710 – Management Analysts  
**Safety Sensitive:** No