



ASSISTANT CHIEF TRANSPORTATION OFFICER, SERVICE DELIVERY

JC: OF075
PB: 12
FLSA: Exempt

BU: 95 (NR)
Created: October 1991
Revised: June 2019

*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, manages and oversees the activities and operations of the District's passenger revenue and non-revenue rail service and station operations; partners with other transit agencies and District departments; provides high level support to the Chief Transportation Officer; performs related duties as assigned.

CLASS CHARACTERISTICS

This director level classification manages, through subordinate management/supervisory staff, the multi-shift operation and staffing of the rail service control center, and central support operations and is accountable for accomplishing department goals and objectives within general policy guidelines. Classifications at this level have full responsibility for the administration of a department and generally guide operations through the establishment of objectives, policies, rules, practices, methods, and standards and decision-making is significant and impact on decisions can have a significant, long-term impact on the organization. This classification 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.

REPORTS TO

Chief Transportation Officer or designee.

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

1. Manages the operations and activities of the District's passenger revenue and non-revenue rail services and station operations on assigned lines; recommends and administers policies and procedures.
2. 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.
3. Coordinates the Transportation and System Service Department's project development for rebuilding BART stations and Bus Bridges; partners with District departments for the success of projects and rebuilds.
4. Assigns projects and programmatic areas of responsibility; coordinates staff performance.; Meets

Assistant Chief Transportation Officer, Service Delivery

Page 2

- with key staff to identify and resolve problems.
5. Acts as Incident Commander in response to incident management; serves as liaison to police and fire departments.
 6. Approves site, specific work plans and track locations.
 7. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
 8. 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.
 9. Oversees the station appearance and cleanliness program; confers with department managers and staff on the coordination of cleaning and patron services.
 10. Oversees station security programs to provide a safe operating environment for staff and patrons.
 11. Monitors developments related to station and facility operations; evaluates impact on District operations; recommends and implements policy and procedural improvements.
 12. 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.
 13. 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.
 14. Explains, justifies and defends department programs, policies and activities; negotiates and resolves sensitive and controversial issues.
 15. Represents the Transportation and System Service Department to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments.
 16. 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.
 17. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of transit system service delivery.
 18. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Light rail systems and equipment and train station operations
- Principles and practices of transit vehicle passenger safety

Assistant Chief Transportation Officer, Service Delivery

Page 3

- Safety principles pertaining to the operation of transit vehicles
- Emergency procedures relating to transit vehicle operation
- Policies and procedures for emergency response to fatalities, derailments, fires and major events
- Equipment and systems used to monitor transit system operations
- Methods and techniques of managing transit operations service delays and emergencies
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Occupational hazards and standard safety practices
- Related Federal, State and local laws, codes and regulations

Skill in:

- Participating in the management of a comprehensive transportation system central control program
- Supervising, training and evaluating staff
- Participating in the development and administration of division goals, objectives and procedures
- Assisting in the preparation and administration of large program budgets
- Preparing clear and concise reports
- Researching, analyzing and evaluating new service delivery methods and techniques
- Interpreting and implementing emergency guidelines and procedures
- Assisting in managing of transit delays and emergency response
- Operating office equipment including computers and supporting word processing and spreadsheet applications
- Minimizing passenger delay and train disruptions
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Interpreting and applying 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:

Bachelor's degree in Business Administration or a related field from an accredited college or university.

Experience:

Seven (7) to nine (9) years of professional verifiable experience in operations control center management, transportation administration or related experience.

Other Requirements:

On call responsibility for Central Control Activities and/or problems twenty-four (24) hour, seven (7) days per week.

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

Assistant Chief Transportation Officer, Service Delivery

Page 4

Environmental Conditions:

Office environment; field environment; construction site environment; exposure to heat, cold, moving vehicles, electrical energy and inclement weather conditions.

Physical Conditions:

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

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0160 – Miscellaneous Managers
Safety Sensitive: No