



ASSISTANT GENERAL MANAGER, OPERATIONS

JC: ZF105
PB: 14
FLSA: Exempt

BU: 95 (NR)
Created: October 2000
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, provides strategic leadership and direction in the execution of long-term and short-term goals related to the activities and operations of the Office of Operations; provides highly responsible and complex management and policy support to the General Manager; plans, directs, manages, and oversees the activities of the Executive Office including system operation and maintenance, District engineering functions and capital or operating project areas within operations; coordinates assigned activities with other executive staff, departments and outside agencies; performs related duties as assigned.

CLASS CHARACTERISTICS

This executive level classification manages, through subordinate department heads, division managers and supervisors, all activities relating to revenue and non-revenue movement and control of railed vehicles throughout the system, the operation of stations for patron service, District-sponsored bus service, operational support activities, and construction and maintenance of all District facilities, and is accountable for accomplishing departmental goals and objectives and for furthering District goals and objectives within general policy guidelines. This classification is distinguished from the Chief Transportation Officer in the latter manages, through subordinate department heads, division managers and supervisors, all activities related to revenue and non-revenue movement and control of railed vehicles throughout the system, the operation of stations for patron service, District-sponsored bus service, operational support activities and services.

REPORTS TO

General Manager or designee.

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

1. Assumes full management responsibility for all executive office services and activities including system operations and maintenance, engineering and functions and capital or operating project areas; oversees and participates in the development of policies and procedures.
2. Oversees the development and implementation of executive office and assigned department goals, objectives, policies, procedures, work standards and priorities for each assigned service area.

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3. 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.
4. Manages and oversees senior management team including chiefs, department heads, managers and supervisors on all activities related to execution of long and short-term goals related to the system wide operations.
5. Manages and oversees training, development, performance management, and labor relation issues for the Office of Operations involving the correction of deficiencies, implementation of discipline and termination process
6. Administers system wide operations related to the movement and control of revenue and non-revenue railed vehicles including employee and public safety, engineering, maintenance, capital and operating projects (i.e. eBART, OAC, and SVBX).
7. Oversees the delivery of services for District operations; works with key staff to identify and resolve problems.
8. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
9. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates management staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Oversees and participates in the development and administration of the system wide Operations Department Budget.
11. Explains, justifies and defends assigned department programs, policies and activities; negotiates and resolves sensitive and controversial issues.
12. Represents the District in meetings with representatives of commercial and governmental entities; represents the District with international business clients; coordinates assigned activities with those of other departments and outside agencies and organizations.
13. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon District operations; recommends and implements policy and procedural improvements.
14. Provides expert professional assistance to the General Manager; participates on various District management committees; prepares and presents staff reports and other necessary presentations before the Board of Directors.
15. Attends and participates in professional group meetings; stays abreast of new trends, innovations, and legislation related to services matters.

QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a comprehensive transit agency rail program, system and facilities engineering operations and maintenance
- Advanced principles and practices of maintenance, engineering program management, development and administration
- Advanced principles and practices of transit system operations management, development and administration
- Policy and procedures design, development and implementation
- Labor Relations principles and practices
- Advanced principles and practices of contract administration
- Advanced principles and practices of program development, implementation and administration
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Related Federal, State and local laws, codes and regulations

Skill/Ability in:

- Managing and directing a comprehensive transit agency rail, system operations, maintenance and engineering program
- Planning, organizing, administering, reviewing, and evaluating major operations and technical support services functions, programs and activities
- Developing and administering executive office and assigned departmental goals, objectives and procedures
- Analyzing and assessing programs, policies and operational needs and making appropriate adjustments
- Planning, organizing, directing and coordinating the work of lower level staff and delegating authority and responsibility
- Selecting, supervising, training and evaluating staff
- Analyzing problems, identifying creative alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Preparing clear and concise administrative and financial reports
- Preparing and administering the annual budget for areas of responsibility
- Preparing, administering and managing complex financial reports
- Negotiating and influencing
- Interpreting and applying applicable 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 Public Administration, Business Administration, Transportation Planning, Engineering or a related field from an accredited college or university.

Experience:

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Nine (9) years of (full-time) professional verifiable experience in rail transit operations administration experience including maintenance, engineering, safety, and project management or related experience.

Substitution:

Additional 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.

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time.

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0020 – General and Operations Managers
Safety Sensitive: No