



## CENTRAL VEHICLE TROUBLE DESK SUPERINTENDENT

FC: TF275  
PB: 11

PC: 950  
BU: 95

August 2001

*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**

Directs, manages, supervises, and coordinates the activities and operations of the Central Vehicle Trouble Desk within the Rolling Stock and Shops Department; oversees mainline technical activities; integrates RS&S efforts with the Transportation Department and daily service delivery; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex administrative support to the Chief Mechanical Officer and Group Manager, Revenue Vehicles; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This single class administers, through subordinated staff, all activities and operations of the Central Vehicle Trouble Desk and the initial response to mainline vehicle problems and delays on a multiple shift basis. Incumbent is accountable for accomplishing division goals and objectives and for accomplishing District goals and objectives within general policy guidelines. This class is distinguished from the Group Manager, Revenue Vehicle in that the latter has overall management responsibility for all activities and operations of the Revenue Vehicle Group.

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

1. Assumes management responsibility for the RS&S trouble desk; including staffing, scheduling, documentation, budget preparation and administrative work of subordinate supervisory support staff.
2. Serves as the principal liaison to the Transportation Department for service delivery; integrates RS&S efforts with Transportation service delivery requirements including coordination and management of fleet-wide modification campaigns, car and fleet balancing, and maintains vehicle operating hours budget (hours per vehicle, per fleet).

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3. Directs daily mainline technical activities in support of the District's revenue operation including strategic location of technicians and advising train operators, train controller and wayside personnel to limit vehicle-caused delays.
4. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
5. Plans, directs, coordinates, and reviews the work plan for assigned staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
6. Works closely with maintenance engineering and technical support staff to develop effective solutions to transit vehicle maintenance and reliability problems.
7. Investigates key component revenue delays, accidents and unusual occurrences; determines cause, and participates in the development and implementation of resolutions or corrective actions.
8. Develops and implements regular on-the-job training and annual certification for mainline technicians and vehicle desk supervisors.
9. Develops, implements, evaluates, and modifies on-going Central education and support for Train Controllers and Train Operators.
10. Selects, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
12. Coordinates the return of cars to proper home yard for maintenance; coordinates efforts to limit delays caused by vehicle failures.
13. Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.
14. Provides responsible staff assistance to the Group Manager, Revenue Vehicles.

15. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to maintenance programs, policies and procedures as appropriate.
16. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of fixed rail transit vehicle maintenance.
17. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

Operational characteristics, services, and activities of a fixed rail transit vehicle maintenance program including preventive maintenance, warranty administration, and quality control.

Principles, practices, methods, materials, tools, and equipment used in the preventive maintenance of fixed rail transit vehicles.

Principles and practices of transit vehicle maintenance program development and administration.

Principles and practices of budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Occupational hazards and standard safety practices including OSHA and environmental rules and regulations.

Related Federal, State and local laws, codes, and regulations.

### **Skill in:**

Overseeing and participating in the management of a comprehensive fixed rail transit vehicle maintenance program, including preventive maintenance, warranty administration, and quality control.

Selecting, supervising, training, and evaluating staff.

Planning and scheduling rail transit vehicle maintenance inspection and repair operation.

Investigating and resolving rail transit vehicle incidents, accidents, and malfunctions.

Participating in the development and administration of division goals, objectives, and procedures.

Preparing and administering large program budgets.

Preparing clear and concise administrative and financial reports.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals.

Researching, analyzing, and evaluating new service delivery methods and techniques.

Ensuring compliance with applicable EPA, OSHA and other mandated rules and regulations.

Interpreting and applying Federal, State and local policies, laws, and regulations.

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Communicating clearly and concisely, both orally and in writing.  
Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **MINIMUM QUALIFICATIONS**

#### **Education:**

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

#### **Experience:**

Five (5) years of (full-time equivalent) verifiable experience in preventive maintenance, inspection, and repair of fixed rail transit vehicles. At least two (2) years must have included administrative and supervisory experience.

#### **Other Requirements:**

Must possess a valid California driver's license and have a satisfactory driving record.

The incumbent will have 24 hours, 7 days per week on-call responsibility for revenue vehicle and mainline problems.

#### **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; 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.

**EEOC Code: 01**