



CHIEF OPERATING OFFICER, EBART/ OAKLAND AIRPORT CONNECTOR (OAC)

FC: 000094
PB: 13
FLSA: EXEMPT

PC: 960
BU: 95
December 2015

*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

Plans, directs, manages and oversees the activities and operations of the eBART and Oakland Airport Connector including start up activities associated with a ten mile Diesel Multiple Unit (DMV) extension, and oversees the contractor who operates and maintains the automatic Oakland Airport Connector (OAC); coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Assistant General Manager, Operations; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class directs and manages and coordinates the operational start-up and continued operations and maintenance including quality assurance and warranty administration of the eBART and Oakland Airport Connector (OAC) Department. This class is distinguished from the Assistant General Manager, Operations in that the latter administers District revenue service which includes train and station operations and the construction and maintenance of all District facilities.

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

1. Develops and then manages an operations and maintenance organization in support of pre-revenue and revenue operations. Develops operations rules and procedures, training programs and organizational structure necessary for System Safety Certification and authority to operate,
2. Develops and executes a staffing plan for start-up and on-going operations
3. Develops and administers operating and capital budgets; approves the forecast of funding needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.

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4. Develops and implements a comprehensive operating plan based on service requirements and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly. Manages the day to day operations and maintenance activities within Ebart.
5. Manages the Operations and Maintenance contract with the OAC service provider, reports on performance metrics, fiscal/budgetary data, capital asset replacement program and DBE utilization.
6. Manage the provision of customer amenities in stations and on trains, monitor and improve the levels of customer satisfaction.
7. Leads the development, adoption, and implementation of consistent, coherent and compliant trouble shooting and emergency response procedures both internally to eBART, coordinated with BART and coordinated with appropriate public agencies and first responders.
8. For OAC, coordinate with allied agencies in the event of a system outage, accident, passenger problems, etc.
9. Review capacity issues to ascertain mitigation/system expansion needs
10. For both services, explain, justify and advocate for programs, policies and activities; negotiate and resolve sensitive and controversial issues.
11. Explains, justifies and defends departmental programs, policies and activities; negotiates and resolves sensitive and controversial issues.
12. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
13. Represents the eBART and the Oakland Airport Connector (OAC) Departments to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
14. Provides staff assistance to the Assistant General Manager, Operations; participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of rolling stock vehicle maintenance, repair and warranty administration.

QUALIFICATIONS

Knowledge of:

Operation, design and maintenance characteristics of a Diesel Multiple Unit rail transit vehicles and components.

Principles and practices of policy development and administration.
Operational characteristics and design of diesel rail revenue vehicles.
Occupational hazards and standard safety practices.
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 in:

Managing a contractor who is responsible of a an automated line integrated with the BART system.
Developing and administering departmental goals, objectives and procedures.
Analyzing and assessing policies and operational needs and making appropriate adjustments.
Identifying and responding to sensitive community and organizational issues, concerns and needs.
Preparing and analyzing automated rail system and a diesel rail transit vehicle maintenance guidelines.
Analyzing complex safety problems, evaluating alternatives and making sound recommendations.
Delegating authority and responsibility.
Selecting, supervising, training and evaluating staff.
Researching, analyzing and evaluating new service delivery methods and techniques.
Overseeing warranty administration of revenue vehicles.
Overseeing quality assurance of revenue vehicle maintenance.
Preparing clear and concise administrative and financial reports.
Preparing and administering large and complex budgets.
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.

Other Requirements:

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

MINIMUM QUALIFICATIONS

Education:

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

Experience:

Six (6) years of (full time equivalent) verifiable professional rail transit experience preferable involving operations activities for a new line or system or extension of an existing one. A minimum of three years management experience in the operations and maintenance of a passenger rail line or system is required. Experience with a Diesel Multiple Unit line or system is strongly preferred.

Substitution:

Additional professional engineering 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; shop environment; exposure to heat and cold and moving vehicles.

Physical Conditions:

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

EEOC Code: 01

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