



DEPARTMENT MANAGER, OPERATIONS TRAINING AND DEVELOPMENT

JC: XF065

PB: 13

FLSA: Exempt

PC: 960

BU: 95 (NR)

Created: January 1, 1999

Revised: April 21, 2008

*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 Operations Training and Development Department including administering technical operations training functions; plans and administers Operations Training & Development resources; 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. In addition, the position directs, manages, and coordinates the activities of the District-wide Business Advancement Program (BAP); directs, manages, oversees the planning and implementation of major District-wide database development and conversion; leads, manages and monitors the activities and operations of different phases of the Business Advancement Program; leads, oversees and coordinates activities with all division, departments and the consultants; assures program goals and timetables are coordinated with affected departments; manages project within approved budget; provides highly complex administrative support to the Deputy General Manager; carries a significant concurrent workload of other duties within the Operations Training and Development.

CLASS CHARACTERISTICS

This single class is responsible for all department services and activities; overseeing staff; responsible for training assigned staff in technical operations; revising training procedures and maintaining related documentation. This class is distinguished from the Assistant General Manager, Operations in that the latter is responsible for all executive office services and activities including system operation and maintenance, District engineering functions and capital or operating project areas within Operations. **(Refer to the Class Characteristics for Project Manager, Business Advancement Program).**

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

1. Assumes full management responsibility for all department services and activities including technical operations training functions; recommends and administers policies and procedures. In addition, assumes overall program management responsibility for a District-wide Business Advancement Program; manages all activities related to the planning and implementation of District-wide database programs and for the subsequent planning, implementation and monitoring of the different stages of planning and implementation of the District-wide system

policy, disbursement of District monies, and coordinating debt issuance. **(Refer to the description for Project Manager, Business Advancement Program for additional examples of duties).**

2. Manages the development and implementation of District and departmental goals, objectives, policies and priorities for each assigned service area.
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. Plans, directs and coordinates, through subordinate level staff, the Operations Training and Development Department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
5. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
6. Oversees and participates in the work of staff responsible for training assigned staff in technical operations; revises training procedures as necessary and appropriate; maintains related documentation.
7. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
8. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon District operations; recommends and implements policy and procedural improvements.
9. Oversees and participates in the development and administration of the department budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
10. Explains, justifies, and defends departmental programs, policies and activities; negotiates and resolves sensitive and controversial issues.
11. Represents the Operations Training and Development Department to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
12. 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.
13. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of public transportation and technical training.

14. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Operations of a comprehensive technical operations training program
 - Principles and practices of public transportation and related technology
 - Principles and practices of instruction and training
 - Principles and practices of policy development 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
- (Refer to the description for Project Manager, BAP for additional qualifications)**

Skill/ Ability in:

- Managing a comprehensive technical operations training program
- Training and instructing assigned personnel in technical operations
- 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
- Planning, organizing, directing and coordinating the work of lower level staff
- Delegating authority and responsibility
- Selecting, supervising, training and evaluating staff
- Researching, analyzing and evaluating new service delivery methods and techniques
- 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

MINIMUM QUALIFICATIONS

Education:

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

Experience:

Six (6) years of (full-time equivalent) verifiable professional experience in adult training or instruction in an industrial setting, including three (3) years of management and administrative responsibility. **(Refer to the description for Project Manager, BAP for additional qualifications)**

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; field environment; construction site environment; exposure to heat, cold, moving vehicle, 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: 0430 - Miscellaneous Managers
Safety Sensitive: No