



GROUP MANAGER, OPERATIONS SUPPORT AND REVIEW

FC: OF112
PB: 11

PC: 950
BU: 95
June 2002

*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 activities and operations of District station and rail operational policies, procedures and standards within the Operations Support and Review Department; oversees the development and implementation of station operations and appearance programs; oversees and manages safety programs for the department; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Chief Transportation Officer, and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class manages, through subordinates and management/supervisory staff, all activities relating to the development, preparation and dissemination of procedures, standards, directives, and manuals for rail and station operations, station cleaning safety, passenger service, and performance reporting. The class is also responsible for managing capital improvement projects for Transportation. This class 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, and operations support and review functions and activities.

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

1. Assumes full management responsibility for all assigned Operations Support and Review Divisions including Schedules and Services, Station Operations Support and Train Operations Support.
2. Manages the development and implementation of departmental goals, objectives, policies and priorities for each assigned division.

Group Manager, Operations Support and Review

Page 2

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 Support and Review Group'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. Manages all activities relating to the development, preparation and dissemination of procedures, standards, directives and manuals for station operations, station cleaning, safety, passenger service and performance reporting.
7. Oversees the administration of capital improvement projects and major development projects; oversees and directs the work of consultant and contracted staff.
8. Directs independent investigation of transportation incidents affecting safety and passenger service; develops and implements safety programs; develops tracking systems for monitoring transportation incidents and safety violations.
9. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon District operations; recommends and implements policy and procedural improvements.
10. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Oversees and participates in the development and administration of the departmental budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
12. Explains, justifies and defends departmental programs, policies and activities; negotiates and resolves sensitive and controversial issues.
13. Represents the Operations Support and Review Group to representatives of manufacturers, vendors, governmental agencies and professional and business organizations; coordinates assigned activities with those of other departments and outside agencies and organizations.

14. Provides responsible staff assistance to the Chief Transportation Officer; participates on various District management 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 transit operations and safety.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a comprehensive public transportation program.
Principles and practices of a comprehensive station operations policies, procedures and standards development program.
Principles, practices, methods and techniques of study and project management and implementation.
Operational characteristics of rail vehicles.
Principles and practices of project and contract management.
Policies and procedures governing passenger safety and incident investigation.
Methods and techniques of developing programs to monitor operational safety.
Principles and practices of policy development and administration.
Principles and practices of budget preparation and administration.
Principles and practices of program development and administration.
Principles of supervision, training and performance evaluation.
Related Federal, State and local laws, codes and regulations.

Skill in:

Managing a comprehensive station operations policies, procedures and standards development program.
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.
Preparing clear and concise administrative and financial reports.
Preparing and administering large and complex budgets.
Developing, implementing and monitoring capital improvement programs.
Developing, implementing and monitoring safety programs.
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 business administration, public administration or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional policies and standards program development and administration experience, which must include at least three (3) years of management and administrative responsibility.

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. Prolonged exposure to computer monitors.

Physical Conditions:

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

EEOC Code: 01