



OPERATIONS TRAINING SUPERVISOR

JC: HF111
PG: AFG
FLSA: Exempt

BU: 31 (AFSCME)
Created: May 2003
Revised: November 2009

*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

Supervises and coordinates the operations training program activities and operations within the Transportation, Maintenance and Engineering, and/or Rolling Stock and Shops Departments; coordinates assigned activities with other divisions, outside agencies and the general public; provides highly responsible and complex staff assistance to the supervising manager within the supporting department and performs related duties as assigned.

CLASS CHARACTERISTICS

Incumbents in this class develop training concepts, prepare instructional materials, and deliver classroom and hands-on instruction to District employees in a variety of skill areas. While much of the training is concentrated in developing and refining specific skills for operations and maintenance personnel, general and supervisory training programs are also provided. This class is the first full line supervisor class assigned over a specified functional area of training.

REPORTS TO:

Manager of Operations Training and Development or designee.

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

1. Coordinates the organization and staffing activities for providing managerial, supervisory and general staff training within Operations to attain long and short-term District training goals.
2. Participates in the development and implementation of goals, objectives, policies and priorities; recommends and implements resulting policies and procedures.
3. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
4. Directs, coordinates and reviews the work plan for assigned functional area; assigns work activities and projects.

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5. Monitors workflow; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
6. Selects, trains, motivates and evaluates training personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
7. Develops and directs a variety of technical, transportation and leadership training programs for managerial, supervisory, safety, operations and contract personnel in support of District goals; develops and implements goals, strategies, policies and procedures to ensure a competent work force.
8. Develops, designs and incorporates new training technology into new and existing training programs to increase program effectiveness.
9. Assesses training needs in operations, maintenance, management, supervisory or general training areas; identifies and resolves training issues; reviews and evaluates training products, methods and procedures to ensure timely delivery of quality training programs.
10. Evaluates outside consulting services and vendor-supplied contract training deliverables including programs, manuals and materials; administers and monitors consulting contracts.
11. Participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary.
12. Administers educational assistance and outside seminars programs; monitors developments in the industrial training field and evaluates their applicability to District activities.
13. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of training and employee development.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of an operations training program.
- Principles and practices of employee development and training activities in an industrial setting.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Related Federal, State and local laws, codes and regulations.

Additional knowledge for Operations Training Supervisor who does technology-based training only:

- Technology-based training design process.
- Instructional Systems Design process as it relates to technology-based training.
- Integrating Digital Media information into technology-based training program.

Skill/Ability in:

- Managing, supervising and coordinating operations training services.

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- Supervising, directing and coordinating the work of lower level staff.
- Selecting, supervising, training and evaluating staff.
- Assessing training needs and developing programs to meet those needs.
- Interpreting and explaining District's training policies and procedures.
- 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.
- Interpreting and applying 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 the work.

Other Requirements:

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

MINIMUM QUALIFICATIONS

Education:

Possession of a Bachelor's degree in education, counseling, human resources or a related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable professional experience in developing and administering training programs in an industrial setting which must have included at least one (1) year of administrative and/or supervisory experience or verification of completion of an administration or supervision program.

Additional experience for Operations Training Supervisor who does technology-based training only:

One (1) year of experience in administering technology-based training.

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; exposure to computer screens; field environment; exposure to heat, cold, moving vehicles, and inclement weather.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; must possess the physical mobility to walk, climb, stoop, bend, crawl and twist.

BART EEO-1 Job Group: 1500 – Supervisors/Other

Census Code: 0650 – Training Workers

Safety Sensitive: No