



MANAGER OF CENTRAL CONTROL

JC: OF115
PB: 09

BU: 95
July 1992
Revised: November 2017

*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

Under general direction, directs, manages, supervises and coordinates operations and activities on assigned shift of the Central Control Division within the Transportation and Service Department; coordinates and responds to emergency situations and service delays; coordinates assigned activities with other divisions, departments and outside agencies; provides highly responsible and complex administrative support to the Assistant Chief Transportation Officer, Central Control; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class manages, through subordinates, management and supervisory staff, the activities of all personnel assigned to Central Control during an assigned shift. The class directs and controls the District's response to and management of emergency and delay conditions affecting train service and passenger safety during the assigned shift. In addition, incumbents in the class are also responsible for coordinating activities with Field Managers and Supervisors in identifying and resolving service problems in the yards, mainline and terminal zones. This class is distinguished from the Assistant Chief Transportation Office, Central Control in that the latter has overall responsibility for managing all Central Control operations and activities.

REPORTS TO

This position reports to the Assistant Chief Transportation Officer, Central Control.

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

1. Assumes management responsibility for the operations and activities of an assigned shift of the Central Control Division; coordinates and responds to emergency situations and service delays.

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2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. 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.
5. Within District guidelines, directs the coordination of emergency operations with field personnel, other departments and outside agencies; oversees the transmission of information and instruction in emergency situations.
6. Implements and monitors emergency procedures to ensure that passenger delay and train disruptions are minimized.
7. Coordinates activities with field managers and supervisors in identifying and resolving service problems at District yards, mainline and terminal zones.
8. Monitors developments and legislation related to assigned area of responsibility; evaluates impact upon district operations; recommends and implements equipment, practice and procedural improvements.
9. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
11. Serves as the liaison for Central Control operations with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
12. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
13. Provides responsible staff assistance to the Assistant Chief Transportation Officer, Central Control.

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

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a metropolitan transportation system.

Safety principles pertaining to the operation of transit vehicles.

Principles and practices of transit operations emergency management.

Principles and practices of transit vehicle passenger safety.

Equipment and systems used to monitor train and systems operations.

Principles and practices of program development and administration.

Methods and techniques of managing transit operations service delays.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Occupational hazards and standard safety practices.

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

Skill in:

Overseeing and participating in the management of a comprehensive transportation system central control program.

Selecting, supervising, training and evaluating staff.

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.

Interpreting and implementing emergency guidelines 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.

Managing transit delays and emergency response.

Minimizing passenger delay and train disruptions.

Directing the coordination of emergency operations.

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 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 experience in the management of a transit system control center which must have included at least two (2) years of administrative and supervisory experience, or two (2) years of (full-time equivalent) current experience within BART's Operations Control Center (OCC) as a certified Train Controller.

Other Requirements:

Must have 24 hour, 7 day per week availability for emergencies or problems.

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; Control Center environment; exposure to computer screens and monitors.

Physical Conditions:

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

EEOC Code: 01

Safety Sensitive: Yes

FLSA Status: Exempt