



MANAGER OF CENTRAL CONTROL

JC: OF115
PB: 10
FLSA: Exempt

BU: 95 (NR)
Created: July 1992
Revised: June 2019

*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, manages and administers the daily operations and activities of the District's Central Control Division in the Transportation Department related to the safe and efficient movement of all revenue and non-revenue rail service vehicles on mainline track ways and remotely controlled or monitored systems within revenue operations; coordinates and responds to emergency situations and service delays in the yards, mainline and terminal zones; coordinates assigned activities with other divisions, departments and outside agencies; provides highly responsible support to the Assistant Chief Transportation Officer, Central Control; performs related duties as assigned.

CLASS CHARACTERISTICS

This full scope supervisory/managerial classification is responsible, through subordinate personnel, for daily operations and activities related to passenger rail service and safety. Positions at this level are accountable for developing and promoting the accomplishment of Departmental goals and objectives as applicable to their respective areas of accountability including responsibility for formulating, administering, or managing the implementation of multiple policies or programs and overseeing and planning future delivery of services. This classification is distinguished from the Assistant Chief Transportation Office, Central Control in the latter has overall responsibility for managing the District's Central Control operations and activities.

REPORTS TO

Assistant Chief Transportation Officer, Central Control or designee.

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

1. Manages and administers the daily operations and activities of the District's Central Control Division in the Transportation Department related to the safe and efficient movement of all revenue and non-revenue rail service vehicles on mainline track ways and remotely controlled or monitored systems within revenue operations.
2. Implements and administers the operational goals, objectives and priorities for Transportation Department programs.

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3. Analyzes and plans transit operations, recommends improvements and modifications or elimination of services to improve passenger experience and increase ridership.
4. Manages system-wide on time performance; develops strategies for delay mitigation; implements strategies to mitigate system congestion.
5. Maintains revenue schedules and implements strategies to minimize the impact of delays of revenue services.
6. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
7. 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.
8. Makes primary decisions in emergency management to prevent damage to equipment and injury to personnel and passengers.
9. 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.

QUALIFICATIONS

Knowledge of:

- Light rail systems and equipment and train station operations
- Principles and practices of transit vehicle passenger safety
- Safety principles pertaining to the operation of transit vehicles
- Emergency procedures relating to transit vehicle operation

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- Policies and procedures for emergency response to fatalities, derailments, fires and major events
- Equipment and systems used to monitor transit system operations
- Methods and techniques of managing transit operations service delays and emergencies
- 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/Ability in:

- Participating in the management of a comprehensive transportation system central control program
- Supervising, training and evaluating staff
- Participating in the development and administration of division goals, objectives and procedures
- Assisting in the preparation and administration of large program budgets
- Preparing clear and concise reports
- Researching, analyzing and evaluating new service delivery methods and techniques
- Interpreting and implementing emergency guidelines and procedures
- Assisting in managing of transit delays and emergency response
- Operating office equipment including computers and supporting word processing and spreadsheet applications
- Minimizing passenger delay and train disruptions
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- 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

Education:

Bachelor's degree in Business Administration or a related field from an accredited college or university.

Experience:

Five (5) years of (full-time) professional verifiable experience in operations control center management, transportation administration or related experience which must include at least two (2) years of management experience.

Other Requirements:

FEMA ICS Training, Certified Train Controller, Power and Support Controller certifications required.

On call responsibility for Central Control activities and/or problems 24 hour / 7 days 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:

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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.

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0430 – Miscellaneous Managers
Safety Sensitive: Yes