



MANAGER OF PROGRAM PLANNING AND SUPPORT

JC: 000294

PB: 9

FLSA: Exempt

BU: 95 (NR)

Created: 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 operations and activities of the District's data analysis for the Office of Civil Rights including assisting in developing department procedures and key performance indicators and tracking and reporting on all aspects of equity programs; performs related duties as required.

CLASS CHARACTERISTICS

This classification directs, through subordinate professionals, one or more areas, and are accountable for developing and promoting the accomplishment of departmental goals and objectives as applicable to their respective areas of accountability. This classification is distinguished from the Senior Manager of Economic Opportunities and Policies in the latter is responsible for managing the divisions within the Office of Civil Rights responsible for equity policy, data analytics and agreements management.

REPORTS TO:

Senior Manager of Economic Opportunities and Policies or his/her designee.

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

1. Manages the Office of Civil Rights' Performance and Data Analytics team to ensure equity programs are in compliance with federal regulations. Manages the District's Measure RR small business outreach program; conducts general and targeted outreach to small businesses.
2. Makes recommendations for action and assists in the development and implementation of policies, procedures, goals and objectives. Creates, updates, and develops department procedures and manuals.
3. Conducts a variety of organizational, operational and analytical studies and investigations; recommends modifications to existing programs, policies and procedures as appropriate; prepares a variety of formal reports.
4. May direct, coordinate and review the work of staff and outside contractors; serves as liaison between departments and departments and/or executive offices to ensure program and

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project implementation.

5. Directs, coordinates and reviews the planning, development and implementation of contracts and administration of management procedures and internal control mechanisms; ensures the cost effective and efficient use of staff and resources in accomplishing goals and objectives.
6. Directs and ensures timely response to legislative, media and community requests; develops and implements legislative changes to existing State statutory regulations.
7. Plans, prepares and coordinates the preparation of reports including recommendations to the Board of Directors, committees and other management staff.
8. Oversees labor issues and grievances; may prepare and handle grievance hearings and related matters; may direct negotiations with the Union on labor issues; may search for agreement and settlement on contractual disputes and complaints.
9. Manages the development of staff; identifies staff needs for optimal performance and professional growth.
10. Composes, compiles and prepares correspondence, reports and documents; reviews finished materials for completeness, accuracy and compliance with District policies and procedures; may oversee the maintenance of accurate records and files.
11. Serves as the liaison within the District and with outside agencies; provides solutions and methodologies for effective support to District operations; negotiates and resolves sensitive and controversial issues. Explains, justifies and defends programs, policies and activities.

QUALIFICATIONS

Knowledge of:

- Principles and practices of project coordination and management
- Methods and techniques of policy analysis and development
- Principles of strategic planning and change management processes
- Principles and practices of contract 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

Skill/Ability in:

- Developing, implementing, interpreting and applying department policies, procedures, goals and objectives
- Selecting, supervising, training and evaluating staff
- Independently preparing correspondence and memoranda
- Participating in the development and administration of division goals, objectives and procedures
- Overseeing the work of contracted consultants and plan administrators
- Preparing and administering large program budgets
- Preparing clear and concise administrative and financial reports
- Managing large-scale projects

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- Operating office equipment including computers and supporting word processing and spreadsheet applications
- Responding to requests and inquiries from the general public
- Understanding the organization and function of a public agency
- Interpreting and explaining District policies and procedures
- Analyzing problems, identifying alternative solutions and making recommendations
- 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:

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

Experience:

Five (5) years of professional verifiable experience in contract administration, civil rights program management or related experience, which includes two (2) years of supervisory experience.

Substitution:

Additional 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.

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time.

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0100 – Administrative Services Manager
Safety Sensitive: No