



## MANAGER OF SMALL BUSINESS SUPPORT SERVICES

JC: 000247

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 District's small business support services; reviews, updates, and interprets all requests for proposal, contracts, and work plans to ensure program and regulatory compliance; 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 operations and activities of Economic Opportunities and Policy Division of the Office of Civil Rights.

### **REPORTS TO:**

Senior Manager of Economic Opportunities and Policies or designee.

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

1. Manages and oversees the District's implementation of the small business supportive services; reviews, analyzes, and interprets federal regulations regarding Disadvantaged Business Enterprise Program.
2. Makes recommendations for action and assists in the development and implementation of policies, procedures, goals and objectives.
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. Selects, trains, motivates and evaluates assigned personnel; coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
5. May direct, coordinate and review the work of staff and outside contractors; serves as liaison

## **Program Manager I**

Page 2

between departments and departments and/or executive offices to ensure program and project implementation.

6. 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.
7. Oversees the review and approval of contract language pertaining to the Office of Civil Rights (OCR) for professional service agreements; monitors District-wide service agreements for DBE regulation and Small Business Program compliance.
8. Drafts responses to FTA audit for management review.
9. Plans, prepares and coordinates the preparation of reports including recommendations to the Board of Directors, committees and other management staff.
10. 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.
11. 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.
12. 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

## **Program Manager I**

Page 3

- Preparing and administering large program budgets
- Preparing clear and concise administrative and financial reports
- Managing large-scale projects
- 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) to seven (7) years of professional verifiable experience in civil rights program management or related 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