



MANAGER OF WORKFORCE DEVELOPMENT

JC: 000252

PB: 9

FLSA: Exempt

BU: 95 (NR)

Created: January 2012

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, oversees the activities and operations of the Workforce Development Division of the Human Resources Department, which is responsible for the performance management process for non-represented and AFSCME employees; develops and refines training modules, conducts trainings, assists individual employees and managers with the development of plans, and drafts the guide books and other written correspondence regarding the performance evaluation process; provides highly responsible and complex administrative support to the Assistant General Manager, Administration; and performs related duties as assigned.

CLASS CHARACTERISTICS

This is the full-scope managerial-level classification which directs, through subordinate professionals, the Workforce Development Division of Human Resources and is accountable for developing and promoting the accomplishment of Departmental goals and objectives. This classification is distinguished from the Assistant General Manager, Administration in the latter directs, manages, and oversees the activities and operations of Executive Office of Administration, which includes all divisions of the Human Resources Department.

REPORTS TO

Assistant General Manager of Administration and/or his/her designee.

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

1. Manages workforce development and employee engagement programs for the District. Oversees the Performance Management process for Non-Rep and AFSCME employees.
2. Administers BART's Performance Management Process including developing and refining the online module, conducting trainings, assisting individual employees and managers on the development.
3. Drafts guide book and other written correspondence concerning the performance evaluation process: provides support for Performance Improvement Plans.

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4. Develops and administers new leadership development and career pathway programs such as the BART Leadership Academy, the Track Working Training Program and the Transit Career Ladders Training Program.
5. Monitors District employee engagement programs.
6. Develops and maintains relationships professional development organizations, training non-profit organizations, and regional and national transit organizations.
7. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
8. Coordinates activities between departmental divisions to ensure efficiency and effectiveness of service departmental operations; monitors delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
9. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to assigned human resources services programs, policies and procedures as appropriate.
10. 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.
11. Selects, trains, manages and evaluates assigned staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
12. Oversees and participates in the development and administration of the Department's strategic and operational goals and objectives, and associated budget requirements.
13. Interprets District policies and procedures for employees; explains programs and resolves issues.
14. Manages the work of contracted professional services for the benefits program administration.
15. Serves as the liaison with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
16. Monitors developments and legislation related to assigned area of responsibility; evaluates impact upon District operations; recommends and implements equipment, practice and procedural improvements.
17. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
18. Attends and participates in professional group meetings; stays abreast of new trends, legislation and innovations in the field of personnel services/human resources management.
19. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Development and performance of People Soft system module.
- Community training resources.
- District and BART organization, processes and functions.
- Operational characteristics, services and activities of a comprehensive human resources program including workforce development, human resources information systems, absence management, employee assistance and benefits, and compensation and classification programs.
- Principles and practices of human resources program development and administration.
- Methods and techniques of implementing effective, benefits, employee services, absence management, workforce development and related programs in a cost-effective manner that is also responsive to the needs of the larger organization.
- 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 in:

- Overseeing and participating in the management of a comprehensive human resources program.
- Selecting, supervising, training and evaluating staff.
- 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.
- Overseeing the maintenance of District personnel files and records.
- 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 work.
- Creating Management Decision Documents.
- Networking and relationship building.
- Overseeing large scale event planning.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's Degree in Business Administration, Human Resources, or a related field.

Experience:

Five (5) years of (full-time equivalent) verifiable professional human resources management or workforce development experience which must have included at least two (2) years of supervisory and administrative experience.

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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.

Physical Conditions:

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

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0136 – Human Resources Workers
Safety Sensitive: No