



MANAGER OF AUTOMATIC FARE COLLECTION MAINTENANCE

FC: MC160
PB: 09

PC: 890
BU: 31
August 2001

*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

Directs, manages, supervises and coordinates the activities and operations of the Automatic Fare Collection Maintenance Division within the Maintenance and Engineering Department including the maintenance and repair of automatic fare collection, parking control and train destination sign equipment; coordinates assigned activities with other divisions, departments and outside agencies; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class administers, through subordinate staff, primary electrical, electronic and mechanical maintenance of automatic fare collection and cash handling equipment on a multiple-shift basis. The incumbent is accountable for overseeing staffing and operational activities, providing operating procedures and policies, developing, managing and accomplishing program goals, monitoring service delivery, participating in the development and administration of the division's budget, and serving as liaison with other district departments. This class is distinguished from the Assistant Superintendent, Systems Maintenance in that the latter has management responsibility for systems and equipment, communications, telecommunications, central control, control displays and automatic fare collection systems and equipment.

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

1. Assumes management responsibility for assigned services and activities of the Automatic Fare Collection Maintenance Division including maintenance and repair of automatic fare collection, parking control and train destination sign equipment.
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; review and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.

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5. Ensures proper administration of a preventive maintenance program; maintains and monitors maintenance records for program results; reviews historical maintenance data for improvement opportunities.
6. Directs and participates in the analysis of automatic fare collection maintenance and equipment problems; recommends and develops appropriate solutions.
7. Oversees and coordinates contracted activities including maintenance and modification of automatic fare collection equipment; ensures compliance with contract guidelines.
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 the Automatic Fare Collection Maintenance Division 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 Superintendent, Systems_Maintenance and Superintendent of Systems Maintenance.
14. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to equipment maintenance programs, policies and procedures as appropriate.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations regarding the operation and maintenance of automatic fare collection equipment.
16. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of an automatic fare collection equipment operation program.

Principles and practices of automatic fare collection equipment maintenance, repair and replacement.

Principles and practices of program development and administration.

Principles of analog and digital electronics and electrical circuitry.

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Principles and practices of contract administration and compliance.
Policies and procedures of procurement, requisition and services and supply contracting.
Materials, tools and equipment required to perform maintenance and repair duties.
Principles and practices of budget preparation and administration.
Principles of supervision, training and performance evaluation.
Principles and procedures of record keeping.
Related Federal, State and local laws, codes and regulations.

Skill in:

Overseeing and participating in the management of a comprehensive automatic fare collection equipment maintenance 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.
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.
Ensuring proper administration of a preventive maintenance program.
Administering assigned maintenance and repair contracts.
Ensuring compliance with contract guidelines.
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.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

MINIMUM QUALIFICATIONS

Education:

An Associate degree in electronics or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable automatic fare collection operation and maintenance program experience which must have included at least two (2) years of administrative and 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:

Field environment; station environment; and electrical energy.

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Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; light lifting, bending, stooping, or kneeling.

BART EEO-1 Job Group: 1500 - Supervisors/Other

Census Code: 0430 - Miscellaneous Managers

Safety Sensitive: N