



MANAGER OF ACCESS PROGRAMS

FC: 000023
PB: 08
FLSA: Exempt

PC: 890
BU: 31 (AFSCME)
Created: February 8, 2008

*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

Supervises and coordinates activities for one or more of BART's access programs, including the development and implementation of customer service driven policies and procedures. Provides highly complex administrative support to the Department Manager, Customer Access; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class administers the implementation of one or more of the District's Customer Access programs. The work is accomplished through the supervision of subordinate staff and consultants. This position is distinguished from the Department Manager, Customer Access in that the latter has overall responsibility for all the activities and operations of the Customer Access Department within the Office of Planning and Budget.

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

1. Assumes supervisory responsibility for assigned services and activities such as, art program, bicycle access and parking programs including the development of services, long and short term planning, procurement, negotiation and management of the contracts; monitors program results.
2. Develops and implements goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures in assigned program areas.
3. Monitors and evaluates the efficiency and effectiveness of access programs.

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4. Staff a community taskforce in the assigned program areas. Develops and redefines the advisory group input and recommendations as necessary.
5. Prepares reports and recommendations for presentation to the Board of Directors and presents these reports to the Board and other agencies.
6. Monitors developments and legislation related to assigned areas of responsibility, evaluates impact upon District's operations, recommends and implements practice and procedural improvements.
7. Participates in the development and administration of the Department's annual budget. Monitors the financial aspects and budgets for all contracted entities, ensures all work performed by contracted entities adheres to financial and budgetary constraints.
10. Directs and reviews assigned aspects of the preparation, publication and distribution of passenger publications and promotional materials.
11. Serves as a liaison for the Customer Access Department with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
12. Attends and participates in professional group meetings, stays abreast of new trends, innovations and legislation in assigned areas.
14. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a comprehensive transportation program for a mass transit district.

Principles and practices of mass transit.

Principles and practices of transportation planning.

Principles and practices of budget preparation and administration.

Principles of joint program administration.

Principles of contractual administration and compliance.

Skill in:

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Directing the planning, design and implementation of joint transportation programs.

Interpreting, analyzing and applying Federal, State and local policies, laws and regulations.

Communicating clearly and concisely both orally and in writing.

Presenting reports and recommendations to the BART Board of Directors and other decision-making bodies.

Administering contracts and managing contracted staff.

Preparing and administering large program budgets.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in transportation, planning, engineering, public administration, business administration or a closely related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable professional transportation planning experience which must have included procuring and managing contracts and at least one (1) year of administrative or supervisory experience.

Other Requirements:

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

Must be able to travel to meetings in a variety of locations and facilities.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's 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. Driving a vehicle and walking through station environments and facilities.

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EEOC Code: 01

Safety Sensitive Designation: **No**

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