



MANAGER OF CENTRAL SUPPORT

FC: OF120
PB: 08

PC: 891
BU: 95
Revised: July 23, 2004

*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 special projects activities and operations of the Central Support Division within the Operations Control Center Department including the development, implementation and evaluation of work standards and procedures for the Central Control Division; coordinates assigned activities with other divisions, departments and outside agencies; provides complex administrative support to the Assistant Chief Transportation Officer, Central Control; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class is responsible for evaluating procedures and processes in Central Control and developing and implementing work standards as well as standardized procedures. The incumbent is accountable for accomplishing departmental goals and objectives within general policy guidelines. This class is distinguished from the Assistant Chief Transportation Officer, Central Control in that the latter has overall responsibilities for managing all Central Control programs and activities.

REPORTS TO

This position reports to the Assistant Chief Transportation Officer, Central Control.

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

1. Assumes management responsibility for assigned services and activities of the Central Control Division including the development, implementation and evaluation of work standards and procedures for the Central Control Division; evaluates procedures and makes recommendations to enhance productivity and efficiency; implements programs and ensures compliance with District standards, policies and procedures.
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.

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4. 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.
5. Assesses and monitors certification and recertification programs and employee evaluation panels; makes recommendations to enhance program effectiveness.
6. Assists, analyzes and assesses operational needs; makes appropriate adjustments.
7. Develops and evaluates training programs for transportation personnel within Central Control; determines training requirements; researches training resources and implements programs.
8. Designs, and develops transportation manuals; ensures manuals are current and in compliance with District policies and procedures; distributes as appropriate.
9. Assists in the coordination of emergency operations with field personnel, departments and external agencies; oversees the transmission of information and instructions.
10. Assists in the implementation and monitoring of emergency procedures to ensure that passenger delay and train service disruptions are minimized.
11. Selects, trains, motivates and evaluates assigned personnel; 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 division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
13. Serves as the liaison for the Central Control Division with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
14. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
15. Provides staff assistance to the Assistant Chief Transportation Officer, Central Control.
16. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to assigned programs, policies and procedures as appropriate.
17. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of transportation operations.
18. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a comprehensive public transportation program services and facilities.

Principles and practices of standards development and implementation.

Methods and techniques of evaluating training requirements.

Methods and techniques of evaluating work standards and procedures.

Principles and practices of program development and administration.

Methods and techniques of developing procedural manuals.

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 operational standards and procedures within a public transportation agency.

Overseeing, directing and coordinating the work of lower level staff.

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.

Developing and implementing training programs.

Developing procedural policies and manuals.

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.

MINIMUM QUALIFICATIONS

Education:

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

Experience:

Five (5) years of (full-time equivalent) verifiable program administration experience which must have included at least two (2) years of management and/or supervisory experience.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

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Physical Conditions:

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

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

Census Code: 0430 - Miscellaneous Managers

Safety Sensitive: N