



MANAGER OF OPERATIONS LIAISON

FC: OF425
PB: 09

PC: 930
BU: 95
November 2000

*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 Operations Division within the Operations Liaisons Department including operations, maintenance and engineering interface with current District operations; represents various departments and divisions in Operations through renovation and rehabilitation projects; coordinates assigned activities with other divisions, departments and outside agencies; and provides highly responsible and complex administrative support to the Department Manager, Operations Liaisons, and performs related duties as assigned.

CLASS CHARACTERISTICS

This class manages operations and maintenance activities involving the design and construction of extensions projects. The major operations and maintenance activities are in: power and mechanical, station, rail and bus operations; track and structures; facilities, secondary maintenance, automatic fare collection, and rolling stock. Incumbents are responsible for coordinating the developing and application of plans and criteria that meet the requirements for Operations and Development Departments. Incumbents are also expected to review engineering design plans and specifications, identify and resolve problems, and coordinate project testing, acceptance and implementation. This class is distinguished from the Group Manager, Operations Liaison in that the latter has full responsibility for the assigned program or project, and reports directly to the Department Manager.

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

1. Assumes management responsibility for assigned services and activities in the Operations Liaisons Department including operations, maintenance and engineering interface with current District operations; represents the interests of various departments and divisions within Operations through renovation and rehabilitation projects including structures, facilities, train control, traction power, power/mechanical, communications, control systems and related functional areas.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.

Manager of Operations Liaison

Page 2

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 extension liaison activities and staff; assign work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
5. Develops and implements a variety of plans, proposals and reports on train operations, cutover, turnover, start-up and train testing plans, functional specifications, acquisition proposals, and training programs; obtains approval on proposals and plans; monitors and modifies as needed.
6. Conducts design and operational review studies; evaluate conceptual, preliminary and final design of new or newly modified systems and facilities; performs site visits and supervise the testing and delivery of systems; coordinates the modification of designs and specifications as necessary.
7. Mediates issues within Operations Transit Systems Development; prepares documentation to support, advise, outline, and recommend facts relevant to renovation projects; develops and refines work plans and objectives with District staff and outside contractors.
8. Prepares, administers and monitors consultant contracts; oversees the management of major projects by state and local agencies and developers.
9. Selects, trains, motivates and evaluates 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 Operations Liaisons Division with other divisions, departments and outside agencies; provides technical assistance to the Legal Department and serves as an expert witness; negotiates and resolves sensitive and controversial issues.
12. Serves as staff on a variety of boards, commissions and committees; prepares and presents periodic and special reports regarding division activities to management staff or other departments and other necessary correspondence.
13. Represents the District meetings with representatives of governmental agencies, transit and professional organizations and the public.
14. Provides responsible staff assistance to the Department Manager, Operations Liaisons; provides expert professional assistance to the staff in track and structures, train control, traction power, power/mechanical, communications, control systems, automatic fare collection, rolling stock, central operations, and electronics.
15. Oversees contract design and construction staff to ensure that operations and maintenance specifications and contract requirements are met; monitors work in progress and coordinates testing and implementation upon completion of work.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a liaison projects which Interface between the District's active systems and the extension and capital/rehabilitation programs.

Current techniques on transit system operations.

Principles and practices of equipment and facilities maintenance.

Principles and practices of safety in transit vehicle and facility operation.

Principles and practices of program development and administration.

Materials, methods and costs related to the operations and maintenance of Engineering projects.

Principles and practices of project management.

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 comprehensive engineering liaison projects.

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

Reviewing engineering plans, technical drawings and specifications, calculations and cost estimates for renovation and rehabilitation projects.

Selecting, supervising, training and evaluating staff.

Participating in the development and administration of division goals, objectives and procedures.

Preparing and administering large program budgets and contracts.

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.

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 engineering or a closely related field from an accredited college or university.

Experience:

Five (5) years of full-time equivalent verifiable professional experience in planning and coordinating maintenance and/or operations activities, which must have included at least two (2) years of administrative and supervisory experience.

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; construction site environment; may be exposed to inclement weather; work in underground tunnels; could be required to work weekends and off-shift hours.

Physical Conditions:

Must be able to go up and down ladders and stairways, traverse through a railroad environment (tracks, uneven surfaces, gravel, etc.) and work in underground locations.

EEOC Code:01