



MANAGER OF STATION OPERATIONS

JC: 000198

PB: 9

FLSA: Exempt

BU: 95 (NR)

Created: January 1999

Revised July 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, directs, manages, supervises and coordinates the District's station activities and operations within the Transportation Department including developing and implementing methods and procedures, standards, directives and manuals for efficient station operations, passenger service and performance reporting; coordinates assigned activities with other divisions, departments and outside agencies; assists the Assistant Chief Transportation Officer, Service Delivery in overseeing and managing goals, objectives, policies, procedures and work standards for passenger station operations and station customer service; performs related duties as assigned.

CLASS CHARACTERISTICS

This is the full-scope managerial level classification which directs and coordinates, through supervisory staff, activities relating to the development, preparation and dissemination of procedures, standards, directive and manuals for station operations and passenger service, performance reporting and managing capital improvement projects for station operations. This classification is accountable for accomplishing departmental goals and objectives and for further District goals and objectives with general policy guidelines. This classification is distinguished from the Assistant Chief Transportation Officer, Service Delivery in the latter has overall responsibility for managing all activities relating to station operations. This classification manages, through subordinate supervisory staff, the multi-shift activities of passenger station operations and station customer services.

REPORTS TO

Assistant Chief Transportation Officer, Service Delivery or his/her designee.

EXAMPLES OF DUTIES

1. Assumes management responsibility for all activities of the station operations for the Transportation Department including development, preparation and dissemination of procedures, standards, directives and manual for station operations, station cleaning, safety, passenger service and performance reporting.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.

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3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels; oversees and monitors the provision of quality customer service at designation location.
4. Plans, directs, coordinates and reviews the work plan for assigned staff; assign work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems; ensures optimal station staffing with a focus on world class customer service in assigned stations.
5. Develops, prepares, implements and evaluates methods and procedures for station operations, station appearance and performance reporting.
6. Meets with representatives of the District to ensure safe and efficient revenue operations; coordinates related activities of the Station Section Operations Support and Review Division with those of other departments and divisions; and coordinates operational activities and special projects to ensure safety standards are met; monitors multiple field locations and oversees and responds to major station and rail system emergencies 24 hours a day/ 7 days a week.
7. Oversees and conducts independent investigations of station operations incidents that affect safety and passenger service. Develop and implement safety programs to ensure the safety of patrons, staff and the general public.
8. Serve as liaison on activities which impact station operations; coordinates responses to operational problems and delays, provides on-scene coordination during emergency or unusual situations; determines staffing needs and availability and adjusts schedules accordingly; oversee and manage capital improvement projects for station operations.
9. Monitor developments in assigned areas of responsibility; evaluate impact on station operations; implement delay and procedural improvements; implements corrections for customer service delivery improvements; evaluates passenger service and station operations to ensure that staff and equipment are performing properly and that operating rules and procedures are followed in a safe and efficient manner.
10. Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures. Plans, organizes, administers, reviews and evaluates the activities of subordinate supervisor and support staff.
11. Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
12. Serve as the liaison for station operations with other divisions, departments and outside agencies; negotiate and resolve sensitive and controversial issues; coordinates and works with other departments regarding patron services and events.

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13. Serve as staff on a variety of boards, commissions and committees; prepare and present staff reports, interpret management analyses and prepare other necessary correspondence.
14. Provides staff assistance to the Assistant Chief Transportation Officer, Service Delivery in overseeing and managing objectives, standards, and performance levels for Supervisors, Foreworkers, and Train Operators.
15. 1. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to station operations programs, policies and procedures as appropriate.
16. Attends and participates in professional group meetings; stay abreast of new trends and innovations in the field of transit station administration, operations and management.
17. Responds to and resolve difficult and sensitive citizen inquiries and complaints.
18. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a comprehensive rail transportation system.
- Principles and practices of public transit station operation and administration.
- Principles and practices of program development and administration.
- Methods and techniques of evaluating station operations and activities.
- Methods and techniques of developing operational procedures, rules and regulations.
- Administrative policies and procedures governing station operations.
- Principles of transit passenger and employee safety.
- Principles and practices of transit revenue operations.
- Principles and practices of construction and maintenance program coordination and 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 development and administration of policies and procedures for station operations in a large metropolitan public transportation system.
- 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.
- Directing the development of procedures and standards for station operations.
- Managing assigned capital improvement projects for station operations.
- Developing and administering safety programs and ensuring passenger safety.

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- Interpret 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 business administration, public administration or closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional experience in transportation or customer service; transportation experience is preferred. Two (2) years of management and/or supervisory experience.

Other Requirements:

Must be physically able to walk wayside on ballast for one mile.

Must be physically able to climb aerial structures.

Must be physically able to climb two-story stairway to Tower locations.

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; field environment.

Physical Conditions:

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

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0430 – Miscellaneous Managers
Safety Sensitive: No