



## MANAGER OF SCHEDULES AND SERVICES

FC: OF111  
PB: 09  
FLSA: Exempt

PC: 930  
BU: 95 (NR)  
Created: January 1, 1999  
Revised: May 29, 2009

*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 train and transportation staff scheduling activities and operations within the Operations Planning Department; coordinates assigned activities with other divisions, departments and outside agencies; provides complex administrative support to the Department Manager, Operations Planning; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This single class manages and coordinates the District's train and transportation staff scheduling activities and operations. This includes development and maintenance of train and staffing schedules, establishing new train schedules and appropriate staffing and evaluating system performance as it relates to system scheduling. This class is distinguished from the Department Manager, Operations Planning in that the latter manages all activities relating to operations scheduling, analysis and performance reporting, and fleet and capacity planning functions.

### **REPORTS TO**

This position reports to the Department Manager, Operations Planning.

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

1. Assumes management responsibility for assigned services and activities of the Operations Planning Department including the development and maintenance of train and staffing schedules, operations planning and employee availability.
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; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.

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5. Develops new train schedules; coordinates staff scheduling including the bidding process for new routes and schedules; works with staff representatives; schedules changes as appropriate.
6. Provides support on proposed staff and schedule changes; analyzes situation and determines effects on system operations; provides recommendations on proposed changes.
7. Evaluates system performance as it relates to scheduling activities; evaluates passenger loads at regular and peak times; determines train size to ensure transit capacity meets passenger demand; schedules trains and staff accordingly; monitors station activities to ensure compliance with transit capacity requirements; prepares reports as required.
8. Provides analytical support in the District transit vehicle Fleet Management Plan including short-range transit plan and overall vehicle usage.
9. Understands collective bargaining agreement to implement its provisions, provide analytical support for negotiations and propose efficiency enhancements.
10. Participates in long-range planning of various extension projects; analyzes and determines system capacity, car requirements, type and level of necessary services.
11. Coordinates scheduling activities for special public events; ensures compliance with contract agreements and related requirements.
12. 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 with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
14. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to train and staff scheduling programs, policies and procedures as appropriate.
15. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

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

Principles and practices of transit system planning and scheduling.

Principles and practices of program development and administration.

Methods and techniques of evaluating vehicle capacity requirements.

Bargaining unit agreement provisions governing staffing issues.

Methods and techniques of developing and updating transit schedules.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Related Federal, State and local laws, codes and regulations, including Family Medical Leave Act and AB109.

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### **Skill in:**

Overseeing and participating in the management of a transit scheduling program.  
Selecting, supervising, training and evaluating staff.  
Developing and administering 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.  
Coordinating bidding process for staffing on new routes and schedules.  
Analyzing and determining train capacity requirements.  
Evaluating system performance as it relates to meeting passenger demands.  
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 the work.

### **MINIMUM QUALIFICATIONS**

#### **Education:**

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

#### **Experience:**

Five (5) years of (full-time equivalent) verifiable professional transit operations analysis and scheduling experience, which must have included at least two (2) years of administrative and/or supervisory experience.

#### **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, standing or walking for prolonged periods of time.

**EEOC Code:01**

**Safety Sensitive Designation: No**