



## SENIOR QUALITY MANAGER

**JC:** 000181  
**PB:** 10  
**FLSA:** Exempt

**BU:** 95 (Non-Rep)  
**Created:** November 2018

*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, plans, directs, manages and oversees the activities, operations and projects of the Quality Assurance and Documentation divisions within the Maintenance and Engineering (M&E) Department; acts as the primary liaison and subject matter expert on quality assurance practices; performs project reviews and assessments; oversees administration of systemwide document control and configuration management processes; coordinates activities with other divisions, outside agencies and the general public; provides highly responsible and complex staff assistance to the Assistant Chief Maintenance & Engineering Officer; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This is the full-scope senior-level manager classification responsible for managing and overseeing a robust quality assurance program and document control and configuration management process within the M&E department. This classification is accountable for project oversight, implementation, reporting and on-going operational support of project management practices in the Quality Assurance unit. Additionally, this classification will conduct and oversee the performance of project reviews, assessments and the identification of at-risk practices. This classification is distinguished from the Manager of Quality Assurance in that the latter is responsible for supervising quality assurance inspection program activities, and this classification has full management responsibility for all quality and documentation management services.

### **REPORTS TO**

Assistant Chief Maintenance & Engineering Officer or his/her designee.

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

1. Assumes management responsibility for assigned services and activities of the Quality Assurance Division within the M&E Department, responsible for on-going systemwide support of quality assurance activities.
2. Leads the effort to obtain ISO-9001 Certification for the M&E Department and ensure certification is continually evaluated and achieved; aligns M&E's Quality Program with other departments within the District.

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3. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
4. Provides direction on the BART Quality Management System (QMS), including the development of quality assurance procedures and preparation and implementation of quality management plans; manages the performance of scheduled quality audits of BART personnel, contractors, and subconsultants.
5. Develops quality assurance training modules, conducts outreach and makes presentations regarding quality assurance activities; educates the organization on the value and benefits of applying the quality program throughout M&E; expands quality program throughout the District.
6. Develops, maintains, and posts metrics on quality activities, including all findings and resolutions to mitigate reoccurrence (for example, from California Public Utilities Commission or BART System Safety); maintains a Lessons Learned database for M&E (including eBART, Warm Springs and Silicon Valley extensions).
7. Manages the Documentation Division, including the implementation of the document control and configuration management processes; gathers rules and system requirements to develop and execute a configuration control plan as well as to implement a document control plan systemwide.
8. Educates and influences various M&E divisions in how to apply quality activities and principles to their everyday tasks automatically.
9. Manages quality oversight for Core Capacity, Measure RR and other Capital Projects, including the review of design/construction submittals for compliance with BART QMS and contract requirements.
10. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
11. 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.
12. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
13. 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.
14. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to community programs, policies and procedures as appropriate.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of quality management.

## QUALIFICATIONS

**Knowledge of:**

- Operational characteristics, services and activities of a comprehensive quality management program.
- Operational characteristics, services and activities of a technical documentation control program.
- ISO-9001 quality management systems standards.
- ISO-55000 asset management standards.
- Rules, regulations, standards and codes of technical documentation creation and control.
- Principles and practices of budget preparation and administration.
- Principles and practices of quality assurance inspection, testing and record keeping.
- Principles and practices of program development and administration.
- Principles and procedures of contract administration.
- Principles and practices of continuous improvement.
- Principles and practices of material requisition and procurement.
- Principles of supervision, training and performance evaluation.
- Methods and techniques of project reporting and data management.
- Occupational hazards and standard safety practices.
- Related Federal, State and local laws, codes and regulations.

**Skill in:**

- Planning, organizing, implementing and evaluating quality assurance programs.
- Overseeing and participating in the management of a comprehensive technical document control program.
- Analyzing computer quality assurance issues; evaluating alternatives and developing recommendations.
- Implementing and sustaining a quality assurance program that achieves targeted results.
- Participating in the development and administration of division goals, objectives, and procedures.
- Researching, analyzing and evaluating new service delivery methods and techniques.
- Overseeing, directing and coordinating the work of lower level staff.
- Evaluating technical documentation project requirements.
- Analyzing or directing the analysis of complex documentation issues.
- Supervising and coordinating quality assurance and inspection services.
- Performing contract administration duties.
- Selecting, supervising, training and evaluating staff.
- Ensuring adherence to safe work practices.
- Developing, applying and interpreting quality assurance policies and procedures.
- Maintaining complex quality assurance documents and records.
- Preparing clear and concise reports.
- 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 business or public administration, or a closely related field from an accredited college or university.

**Experience:**

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Five (5) years of (full-time equivalent) verifiable quality assurance experience which must have included at least two (2) years of management experience.

### **Other Requirements:**

Possession of a valid certification as a Manager of Quality/Organizational Excellence (CMQ/OE) or a Quality Auditor (CQA) issued by the American Society for Quality (ASQ) or similar certification is desirable.

### **Substitution:**

Additional 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; field environment; construction site environment; exposure to computer screens; exposure to heat, cold, moving vehicle, electrical energy and inclement weather conditions.

### **Physical Conditions:**

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

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