



## SENIOR MANAGER OF WORKFORCE AND POLICY COMPLIANCE

JC: 000238

PB: 10

FLSA: Exempt

BU: 95 (NR)

Created: October 2007

Updated: June 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, manages the Equal Employment Opportunity (EEO), Title VI, and Environmental Justice programs for the Workforce and Policy Compliance Division of the Office of Civil Rights; develops and implements compliance policies and recommendations to ensure the District and its subsidiaries, subrecipients and contractors are in compliance with federal, state and local civil rights/non-discrimination legislation; provides highly responsible and complex administrative support to the Director of the Office of Civil Rights, and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This classification is the full managerial level with full functional management responsibility for multiple divisions of a major department of the organization with significant responsibility for managing, administering, and implementing multiple policies or programs, responsibility for directing the work of managers, and significant strategic development, implementation and administration of planning future delivery of services that may have significant, long-term impact to the organization. This classification is distinguished from the Director of the Office of Civil Rights by this classification's specific focus on the District's Equal Employment Opportunity, Title VI, Environmental Justice and Labor Compliance programs.

### **REPORTS TO:**

Director of the Office of Civil Rights or designee.

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

1. Oversees and manages the development, implementation and administration of the District's EEO, Title VI, Environmental Justice and Language Assistance programs, as required by the Federal Transit Administration (FTA), including financial planning, staffing, training, and compliance oversight; makes recommendations for action and assists in the development and implementation of policies, procedures, goals and objectives.
2. Oversees and manages the Diversity/Inclusion initiative which promotes workforce diversity and organizational effectiveness, enhances the diversity, cultural competence, skills and performance of the workforce; conducts a variety of organizational, operational and analytical studies and investigations; recommends modifications to existing programs, policies and procedures as

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appropriate; prepares a variety of formal reports.

3. Monitors the efficiency and effectiveness of service delivery methods and procedures; recommends, within department policy, appropriate service and staffing levels.
4. Participates in the development and administration of an assigned budget; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; recommends adjustments as necessary.
5. Directs, coordinates and reviews the work of staff and outside contractors; serves as liaison between departments and executive offices to ensure program and project implementation within budget.
6. Directs, coordinates and reviews the planning, development and implementation of contracts and administration of management procedures and internal control mechanisms; ensures the cost effective and efficient use of staff and resources in accomplishing goals and objectives.
7. Directs and ensures timely response to legislative, media and community requests; develops and implements legislative changes to existing State statutory regulations.
8. Plans, prepares and coordinates the preparation of reports including recommendations to the Board of Directors, committees and other management staff.
9. Plans and coordinates staff meetings regarding assigned projects and programs; schedules meetings and prepares agendas; arranges facilities; notifies participants.
10. Oversees labor issues and grievances; may prepare and handle grievance hearings and related matters; may direct negotiations with the Union on labor issues; may search for agreement and settlement on contractual disputes and complaints.
11. Manages the development, sponsorship and coordination of diversity events and educational seminars designed to advance awareness of diversity in the organization.
12. Serves as the liaison within the District and with outside agencies; provides solutions and methodologies for effective support to District operations; negotiates and resolves sensitive and controversial issues. Explains, justifies and defends programs, policies and activities.
13. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
14. Oversees, manages, develops, conducts, reviews and approves all District Title VI and EEO training materials.

## **QUALIFICATIONS**

### **Knowledge of:**

- Professional office administration practices and procedures
- Diversity and inclusion practices and principles

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- Methods and techniques of research and analysis
- Principles and practices of project coordination and management
- Methods and techniques of policy analysis and development
- Principles of strategic planning and managing change processes
- Principles of management and training
- Methods and techniques of training needs analysis and development
- Principles of budget preparation and control
- Principles and practices of business math, accounting and budgeting
- Current office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
- Principles of business letter writing and report preparation
- Principles and procedures of filing and record keeping
- English usage, spelling, grammar and punctuation
- Related Federal, State and local codes, laws and regulations

### **Skill/Ability in:**

- Performing professional level administrative support services
- Developing, implementing, interpreting and applying department policies, procedures, goals and objectives
- Exercising sound independent judgment within general policy guidelines
- As assigned, leading, organizing, and reviewing the work of staff
- Independently preparing correspondence and memoranda
- Planning, organizing and administering special projects and programs
- Planning, organizing and scheduling office priorities
- Researching, analyzing, compiling and summarizing a variety of materials
- Preparing and administering department budgets
- Operating office equipment including computers and supporting word processing and spreadsheet applications
- Responding to requests and inquiries from the general public
- Understanding the organization and function of a public agency
- Interpreting and explaining District policies and procedures
- Analyzing problems, identifying alternative solutions and making recommendations
- Communicating clearly and concisely, both orally and in writing
- Public speaking and presentation delivery
- Establishing and maintaining effective working relationships with those contacted in the course of work

### **MINIMUM QUALIFICATIONS**

#### **Education:**

Bachelor's degree in Business Administration, Political Science, Psychology, Public Administration, or a related field from an accredited college or university.

#### **Experience:**

Five (5) years of (full time equivalent) verifiable professional Equal Opportunity, Affirmative Action, and/or Civil Rights program administration experience which included at least two (2) years of management-level experience.

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**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; exposure to computer screens.

**Physical Conditions:**

May require maintaining physical condition necessary for sitting for prolonged periods of time.

**BART EEO-1 Job Group:** 0500 – Executives/Managers

**Census Code:** 0100 – Administrative Services Managers

**Safety Sensitive:** No