



ASSISTANT GENERAL MANAGER, ADMINISTRATION

JC: ZF050
PG: 14
FLSA: Exempt

BU: 95 (NR)
Created: October 2002
Revised: 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 direction, provides strategic leadership and direction in the execution of long-term and short-term goals related to the activities and operations of the Office of Administration including the Human Resources and Procurement Departments, executive staff, departments and outside agencies; provides highly responsible and complex management and policy support to the General Manager; plans, directs, manages, and oversees the activities and operations of the Office of Administration including the Human Resources, Procurement and Materials Management, and Performance and Learning Departments; coordinates assigned activities with other executive staff, departments and outside agencies; performs related duties as assigned.

CLASS CHARACTERISTICS

This executive level classification manages, through subordinate department heads, division managers and supervisors, all activities throughout the District related to the areas of human resources, information systems, procurement, real estate and performance and learning. Positions at this level are accountable for accomplishing departmental goals and objectives and for furthering District goals and objectives within general policy guidelines. This classification is distinguished from the Director of Human Resources in the latter manages, through subordinate managers and supervisors, all activities through the District related to the broad function of human resources which includes recruitment, classification and compensation, benefits administration, and Human Resources Information Systems (HRIS) and is accountable for accomplishing all departmental goals and objectives and for furthering District goals and objectives within general policy guidelines.

REPORTS TO

General Manager or designee.

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

1. Assumes full management responsibility for all executive office services and activities; oversees and participates in the development of policies and procedures.
2. Oversees the development and implementation of executive office and assigned department goals, objectives, policies and priorities for each assigned service area.

Assistant General Manager, Administration

Page 2

3. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
4. Oversees, through department management staff, the delivery of services for the Office of Administration; works with key staff to identify and resolve problems.
5. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
6. Negotiates and implements the collective bargaining agreements; provides on-going administration of agreements for unions and associations; serves as a member of the Joint Labor Management Committee.
7. Manages employee benefit programs to ensure competitive benefit programs and ensure compliance with leave programs.
8. Conducts and directs the preparation of analytical studies and special projects.
9. Serves as chairperson of the Investment Plans Committee; directs and administers the Deferred Compensation and Money Purchase Pension Plans.
10. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact on District operations; recommends and implements practice and procedural improvements.
11. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates management staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
12. Oversees and participates in the development and administration of the budget for assigned departments; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
13. Explains, justifies and defends assigned department programs, policies and activities; negotiates and resolves sensitive and controversial issues.
14. Represents the Office of Administration to other executive staff, departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
15. Provides staff assistance to the General Manager, participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
16. Attends and participates in professional group meetings; stays abreast of new trends, legislation and innovations in the field of Administration.

17. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a comprehensive administrative services program including human resources, information technology, procurement, real estate, and training and development
- Advanced principles and practices of human resources management and development
- Advanced principles and practices of information technology programs
- Advanced principles and practices of public agency development procurement programs
- Advanced principles and practices of program development, implementation and administration
- Strategies for developing and for implementing organizational changes
- Methods and techniques of negotiating collective bargaining agreements
- Principles and practices of benefits program development and administration
- Principles and practices of contract 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/Ability in:

- Managing and directing a comprehensive administration services program
- Developing and administering executive office and assigned departmental goals, objectives and procedures
- Analyzing and assessing programs, policies and operational needs and making appropriate adjustments
- Identifying and responding to sensitive community and organizational issues, concerns and needs
- Delegating authority and responsibility
- Selecting, supervising, training and evaluating staff
- 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
- Working effectively with labor unions in a participatory management environment
- Preparing clear and concise administrative and financial reports
- Preparing and administering large and complex budgets
- Interpreting and applying applicable Federal, State and local policies, laws and regulations
- Implementing services in conformity with District policies and legal requirements
- 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:

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

Experience:

Nine (9) years of (full-time equivalent) professional verifiable experience in Human Resources

Assistant General Manager, Administration

Page 4

Management, Business Management or related experience which must have included at least four (4) years of management responsibility.

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.

Physical Conditions:

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

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0020 – General and Ops Managers
Safety Sensitive: No