



MANAGER OF OPERATIONS RELIABILITY

JC: TF230
PB: 9
FLSA: Exempt

BU: 95 (Non-Rep)
Created: January 1999
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 general direction, directs, manages, supervises and coordinates the design, refinement and execution of strategic reporting and analysis to ensure that timely, accurate and insightful information is available to decision makers throughout Operations; manages the monitoring and measuring of BART system performance; oversees technology teams of Reliability Engineers to identify requirements for data warehousing and analysis capabilities; manages data collection and manipulation; provides complex administrative support to the Director of Operations Planning; and performs related duties as assigned.

CLASS CHARACTERISTICS

This is the full-scope managerial-level classification responsible for managing reliability engineering activities and Operations performance management within Operations Planning. The incumbent is responsible for overseeing the design, build and implementation of scalable reporting processes and dashboards, and serves as a liaison between departments and executive offices, assisting managers in managing resources and programs. This classification is fully accountable for accomplishing division goals and objectives within general policy guidelines. This classification is distinguished from the Department Manager, Operations Planning in that the latter has overall responsibility for Operations Planning functions.

REPORTS TO:

Director of Operations Planning.

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

1. Assumes management responsibility for reliability engineering activities and operations including analysis and documentation of system performance and equipment reliability.
2. Manages and oversees technology teams of reliability engineers responsible for identifying requirements of data warehousing capabilities resulting in internal and external data dashboards; oversee development and maintenance of data systems to acquire and manage operations data.
3. Oversees and directs the regular reporting of department-level goals, targets and key performance indicators (KPI's) to objectively measure business function and improvement; monitors and

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evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

4. Produces a data flow infrastructure and establishes a vision for data integration and modernization.
5. Builds systems that increases the redundancy and reliability of train movement and delays; contributes to service reviews and system performance datasets.
6. Manages systems and databases that harvest and analyze the data to produce reports and dashboards, the full data life cycle, through information distribution and decision making.
7. 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.
8. Reviews the daily system performance data; monitors technical accuracy and standards of division work products; utilizes analytics to provide recommendations for continuously improving and refining business operations and processes.
9. Evaluates new requests for reliability studies; schedules new and special studies; conducts data research for ongoing and special studies; coordinates the delivery of data submittals for customer or stakeholder inquiries, as well as compliance with a variety of federal, state, regional and local jurisdictions; manages information exchange and benchmarking with peer agencies and industries.
10. Oversees or participates in the performance of contractual reliability tests; ensures all tests comply with mandated rules and regulations.
11. Selects, trains, motivates and evaluates engineering personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
12. 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.
13. Provides support in the development of specifications for new or modified equipment; reviews proposals and makes recommendations on vendor selection.
14. Serves as the liaison for the Operations Planning department with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of reliability engineering.
16. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a comprehensive reliability engineering program.
- Principles and practices of database management and business intelligence.
- Fundamentals of technology used in transit operations.
- Operational characteristics of fixed rail systems and equipment.
- Principles and practices of reliability engineering.
- Methods and techniques of analyzing and evaluating system performance.
- Principles and practices of program development and administration.
- Methods and techniques of electronic and electro-mechanical equipment design and manufacturing.
- 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 management of a comprehensive reliability engineering program.
- Overseeing, directing and coordinating the work of lower level staff.
- Directing or performing highly complex, statistical, mathematical and comparative analyses.
- Analyzing and measuring equipment reliability.
- Scheduling and overseeing complex reliability engineering tests.
- Selecting, supervising, training and evaluating staff.
- Participating in the development and administration of division goals, objectives and procedures.
- Reading and interpreting complex engineering reports and documents.
- Preparing and administering large program budgets.
- Evaluating supplier compliance with contractual specification requirements.
- 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.
- 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 work.

MINIMUM QUALIFICATIONS

Education:

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

Experience:

Five (5) years of (full-time equivalent) verifiable experience in reliability engineering, data analysis and/or performance management and reporting, two (2) years of which must have included management and strategic planning experience. Transit system experience preferred.

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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:

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: 0300 – Architectural & Engineering Managers
Safety Sensitive: No