



MANAGER OF OPERATIONS TRAINING AND DEVELOPMENT

FC: 000055
PB: 9
FLSA: Exempt

PC: 930
BU: 95 (NR)
Created: October 2011
Revised: January 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 of the training and development divisions within the Transportation, Maintenance and Engineering (M&E), and/or Rolling Stock and Shops (RS&S) Departments, including development and implementation of training strategies, and on-going assessment of training outcomes; coordinates delivery of assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Department Manager, and performs related duties as assigned.

CLASS CHARACTERISTICS

Incumbents of this class oversee the development of training standards, protocols and compliance for the department, as well as oversee staff responsible for delivering hands-on instruction to District employees in a variety of skill areas. The incumbent is accountable for accomplishing division goals and objectives as well as providing operating procedures and policies, technical decision making, budget administration and personnel management. This class is distinguished from Group Manager or Department Manager classifications in that the latter are responsible for a broader range of operational management services, in addition to technical training & development within Operations. Additionally, this class is distinguished from the Operations Training Supervisor in that the latter is the first level full supervisor assigned over a specified functional area of training.

REPORTS TO

This position reports to the Chief M&E Officer, Chief Mechanical Officer, or Chief Transportation Officer or his/her designee.

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

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1. Assumes management responsibility for all departmental training & development services and activities including technical certification and non-certification training functions; tracks & reports employee training status.
2. Plans, directs and coordinates, directly and through subordinate level staff, the training and development division's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
3. Manages the development and implementation of new training requirements resulting from existing as well as new and emerging programs. Evaluates current training programs and practices for assigned staff and implements new training strategies for improving delivery.
4. Develops testing and evaluation processes for training programs; utilizing software and other resources to fulfill training needs.
5. Identifies and develops methods of gathering, tracking and evaluating data to monitor and report on efficiencies, effectiveness, successes and continuous improvement.
6. Reviews all required training records for compliance to regulatory and non-regulatory agency standards.
7. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
8. Monitors and stays abreast of trends, developments and legislation related to assigned areas of responsibility; evaluates impact upon departmental operations; recommends and implements policy and procedural improvements.
9. Participates in the development and administration of the department budget.
10. Provides staff assistance to the Department Manager; participates on committees; prepares and presents staff reports and other necessary correspondence.
11. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

Principles and practices of education, training, and development
Principles of supervision, training and performance evaluation.
Principles and practices of policy development and administration.

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Principles and practices of public transportation and related technology.
Principles and practices of budget preparation and administration.
Principles and practices of effective written and oral communication.
Related Federal, State and local laws, codes and regulations.

Skill in:

Managing a comprehensive technical training and development program.
Training and instructing assigned personnel in technical and development functions.
Developing and administering division goals, objectives and procedures.
Planning, organizing, directing and coordinating the work of lower level staff.
Delegating authority and responsibility.
Selecting, supervising, training and evaluating staff.
Researching, analyzing and evaluating new service delivery methods and techniques.
Operating office equipment including computers and supporting word processing and spreadsheet applications.
Preparing clear and concise administrative and financial reports.
Interpreting and applying applicable Federal, State and local policies, laws and regulations.
Communicating clearly and concisely, both verbally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in education, counseling, business administration, public administration or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional experience in training, instruction, and development, including two (2) years of supervisory and administrative responsibility.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

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

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Physical Conditions:

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

EEO-1 BART Job Group: 0500

Safety Sensitive Designation: No