



## MANAGER OF OPERATIONS TRAINING AND DEVELOPMENT

JC: 000055

PB: 9

BU: 95 (NR)

FLSA: Exempt

*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, manages and oversees the activities of the training and development divisions within the Transportation, Maintenance, 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 departmental leadership, 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 the Sr. Manager of Operations Training & Development classification in that the latter oversees the District wide learning management system and has full strategic oversight of training activities for the Maintenance Department as well as Capital projects. 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**

Senior Manager of Operations Training & Development, Senior Manager of Rolling Stock & Shops Operations Administration, Chief Transportation Officer, or designee

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

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 and coordinates, directly and through subordinate level supervisory 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

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existing as well as new and emerging programs.

4. Evaluates current training programs and practices for assigned staff and implements new training strategies for improving delivery.
5. Develops testing and evaluation processes for training programs; utilizing software and other resources to fulfill training needs.
6. Identifies and develops methods of gathering, tracking and evaluating data to monitor and report on efficiencies, effectiveness, successes and continuous improvement.
7. Reviews all required training records for compliance to regulatory and non- regulatory agency standards.
8. Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
9. Conducts site visits in the field to assess the suitability of locations for use as training sites and to ensure accommodations are compliant with applicable collective bargaining agreements provisions.
10. 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.
11. Participates in the development and administration of the department budget.
12. Provides staff assistance to the Department Manager; participates on committees; prepares and presents staff reports and other necessary correspondence.
13. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of adult education, training, and development
- Principles of supervision, training and performance evaluation
- Principles and practices of policy development and administration
- 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/ Ability 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

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- 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:**

Possession of a Bachelor's degree in Industrial-Organizational Psychology, Business Administration, Public Administration, or a closely related field from an accredited college or university.

#### **Experience:**

The equivalent of five (5) years of full-time professional verifiable experience in training, instruction, and development, which must have included one (1) year of supervisory experience.

#### **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.

#### **Physical Conditions:**

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

**BART EEO-1 Job Group:** 0050 – Executives/Managers  
**Census Code:** 0430 – Miscellaneous Managers  
**Safety Sensitive:** No

### **CLASSIFICATION HISTORY**

**Created :** October 2011  
**Revised:** January 2018  
August 2023