



SENIOR MANAGER OF OPERATIONS TRAINING AND DEVELOPMENT

JC: 000378

PG: 10

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, directs, manages, and oversees the activities and operations of the Operations Training and Development Division of the Maintenance Department, which evaluates and administers technical operations training functions; directs the development, maintenance, and coordination of the District's Learning Management System; arranges and administers Operations Training & Development resources; coordinates assigned activities with other departments and outside agencies; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position classification is a senior manager-level classification with full functional management responsibility for the Operations Training and Development Division of the Maintenance Department. The incumbent is responsible for directing and overseeing all work assignments and initiatives in the division through multiple subordinate management and supervisory level classifications. The Senior Manager of Operations Training and Development class is distinguished from the Manager of Operations Training and Development class in that the former has full administrative and strategic oversight of all training activities for the Maintenance Department, is responsible for the development and ramp up of training curriculums for Capital projects, and administers the District wide learning management system; whereas the latter is responsible for the day-to-day development, implementation and management of ongoing technical training for the Maintenance Department.

REPORTS TO

Asst Chief Maintenance Officer or designee

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

1. Plans, directs, and coordinates, through subordinate level staff, the Operations 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.
2. Oversees the identification, development, technical configuration and administration of the District's learning management system.

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3. Leads the development and implementation of goals, objectives, policies, and priorities for the Operations Training and Development Division of the Maintenance Department.
4. Establishes, within District policy, appropriate service and staffing levels for Maintenance training and development services and activities; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
5. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
6. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
7. Conducts site visits in the field to observe and monitor offsite training sessions being offered.
8. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon department operations; recommends and implements policy and procedural improvements.
9. Participates in the development and administration of an assigned budget; forecasts funds needed for staffing, equipment, materials, and supplies; approves expenditures and recommends budgetary adjustments as appropriate and necessary.
10. Explains, justifies, and upholds programs, policies, and activities in assigned areas of responsibility.
11. Represents the Operations Training and Development Division of the Maintenance Department with other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
12. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of public transportation and technical training.
13. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations of a comprehensive technical operations training program
- Principles and practices of adult instruction and training design, delivery, and assessment
- Principles and practices of policy development and 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 a comprehensive technical operations training program
- Training and instructing assigned personnel in technical operations
- Developing and administering departmental goals, objectives and procedures

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- Analyzing and assessing policies and operational needs and making appropriate adjustments
- Identifying and responding to sensitive community and organizational issues, concerns and needs
- 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
- 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
- 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 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 experience in adult training or instruction in an industrial setting, including two (2) years of management 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; exposure to computer screens; 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: 0500 - Executives/Managers

Census Code: 0137 - Training Managers

Safety Sensitive: No

CLASSIFICATION HISTORY

Created : August 2023