



## ASSISTANT CHIEF TRANSPORTATION OFFICER, SERVICE DELIVERY

JC: OF075

PB: 12

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 direction, manages and oversees the activities and operations of the District's passenger revenue and non-revenue rail service and station operations; partners with other transit agencies and District departments; provides high level support to the Chief Transportation Officer; performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This director level classification manages, through subordinate management/supervisory staff, the multi-shift safe operation and staffing of the rail service control center, and central support operations and is accountable for accomplishing department goals and objectives within general policy guidelines. Classifications at this level have full responsibility for the administration of a department and generally guide operations through the establishment of objectives, policies, rules, practices, methods, and standards. Decision-making is significant and impact on decisions can have a significant, long-term impact on the organization. This classification is distinguished from the Chief Transportation Officer in that the latter has overall responsibility for the District's transportation operations and planning, service delivery, central control, departmental administration and budget.

### **REPORTS TO**

Chief Transportation Officer or designee

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

1. Assumes full management responsibility for all assigned lines, including providing strategic planning and leadership of operations and activities of passenger revenue rail services and station operations on assigned lines.
2. Establishes appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
3. Manages and participates in the development and implementation of departmental goals, objectives, policies, and priorities for each assigned line/yard.
4. Coordinates BART infrastructure building and Bus Bridges; partners with District departments for minimizing delays for track or station shut downs.

5. Recommends and administers policies and procedures; reviews performance metrics and provides staff direct guidance based on metrics.
6. Actively performs inspections of station and yard operations; meets with front-line staff to identify and resolve problems; identifies equipment issues that constrain station or train operations.
7. Responds to emergencies, ensures staff is trained in Incident Commander duties in response to emergencies, and serves as liaison to police and fire departments.
8. Approves site, specific work plans.
9. Assesses staff compliance with rules and procedures; assures compliance and ride checks are completed timely; ensures non-compliant incidents are reviewed and appropriate action is taken to prevent incidents from reoccurring.
10. Evaluates passenger services and station operations; ensures that staff provide high level customer service to District patrons and that all equipment is functioning properly.
11. Partners with System Service department regarding station appearance and cleanliness program.
12. Participate in security meetings; oversees station security programs to provide a safe operating environment for staff and patrons.
13. Monitors developments related to station and facility operations; evaluates impact on District operations; recommends and implements policy and procedural improvements.
14. Assists in the selection, motivation, and evaluation of assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
15. Participates in the development and administration of the department budget for assigned line; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
16. Explains, justifies, and defends department programs, policies, and activities; negotiates and resolves sensitive and controversial issues.
17. Represents the Transportation Department to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments.
18. Provides staff assistance to the Chief Transportation Officer; participates on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.

19. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of transportation.
20. Promptly responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

- Heavy rail systems and equipment and train station operations
- Principles and practices of transit vehicle passenger safety
- Safety principles pertaining to the operation of transit vehicles
- Emergency procedures relating to transit vehicle operation
- Policies and procedures for emergency response to fatalities, derailments, fires and major events
- Equipment and systems used to monitor transit system operations
- Methods and techniques of managing transit operations service delays and emergencies
- Principles and practices of budget preparation and administration
- Principles of supervision, training, and performance evaluation
- Occupational hazards and standard safety practices
- Related Federal, State, and local laws, codes, and regulations (i.e., OSHA, CPUC, etc.)

### **Skill/ Ability in:**

- Participating in the management of a comprehensive transportation system
- Supervising, training, and evaluating staff
- Analysis of performance metrics
- Participating in the development and administration of division goals, objectives, and procedures
- Assisting in the preparation and administration of large program budgets
- Preparing clear and concise reports
- Responding to customer complaints
- Researching, analyzing, and evaluating new service delivery methods and techniques
- Interpreting and implementing emergency guidelines and procedures
- Assisting in managing of transit delays and emergency response
- Use of computers and supporting word processing and spreadsheet applications
- Minimizing passenger delay and train disruptions
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Interpreting and applying Federal, State, and local policies, laws, and regulations (i.e., APTA, OSHA, CPUC, etc.)
- 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:**

Possession of a bachelor's degree in Business Administration, Transportation, or a closely related field from an accredited college or university.

**Experience:**

The equivalent of seven (7) years of full-time professional verifiable experience in tower/control center operations, transportation operations, or closely related experience, which must have included the equivalent of at least two (2) years of management experience.

**Other Requirements:**

On call responsibility for managing assigned lines twenty-four (24) hours per day, seven (7) days per week.

**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 vehicles, 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:** 0160 – Miscellaneous Managers  
**Safety Sensitive:** No

**CLASSIFICATION HISTORY**

**Created:** October 1991  
**Revised:** January 2023  
**Revised:** August 2023