



CAPITOL CORRIDOR GROUP MANAGER

FC: KF300
PB: 12

PC: 960
BU: 95
June 2001

*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

Plans, directs, manages, and oversees the activities of the Capitol Corridor marketing, planning, and rail services compliances; coordinates activities in conjunction with BART and other partner agencies; provides highly responsible and complex administrative management support to the Managing Director, Capitol Corridor; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class manages, through subordinate managers and professionals, the overall development, coordination and monitoring of marketing, planning, and rail compliance activities of the Capitol Corridor passenger rail service. This position is accountable for accomplishing goals and objectives and for furthering Capitol Corridor goals and objectives within general policy guidelines. This position reports to the Managing Director, Capitol Corridor and is distinguished from that position in that the latter has overall administrative management responsibility for the Capitol Corridor passenger rail service.

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

1. Develops and manages the Capitol Corridor annual budget which consists of administrative (internal), marketing and Amtrak operating expenses. Negotiating the annual budgets, securing California State acceptance and funding, paying and reconciling invoices.
2. Manages the development and implementation of goals, objectives, policies and priorities for assigned programs.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends within departmental policy, appropriate service and staffing levels.

4. Plans, directs and manages the finance and planning work plan; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
5. Develops, coordinates and monitors the Capitol Corridor Capital Improvement Program. Oversees allocated projects, including the preparation of funding grants/requests, securing approval, managing through the State budget process and implementation of the projects once funded.
6. Oversees and directs the coordination and integration of the Capitol Corridor service plan with local and regional transportation and transit systems; meets with related officials, executives and staff; resolves scheduling and logistics problems.
7. Manages multi-year strategic plans for the Corridor, including detailing with the contractors, approval of the Capitol Corridor Joint Powers of authority (CCJPA)
8. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon Capitol Corridor marketing and promotional activities; recommends and implements policy and procedural improvements. Develops and coordinates Legislative outreach program to insure adequate funding levels are secured for annual budget.
9. Reviews and manages the Capitol Corridor fare structure and policy, including a joint ticketing programs with local transit agencies
10. Along with CCPJA, assumes management responsibilities for the maintenance of train equipment, which includes supervision of the Rail Services Compliance Officer position. This includes overseeing the administration/management of rolling stock maintenance program including budget development and expenses, renovation plans, and fleet expansion/acquisition.
11. Directs oversight of contracted entities to ensure contractor compliance with contractual rules, regulations and standards including station maintenance, equipment cleaning, and customer service.
12. Directs and oversees various databases including daily operations reports, service performance reports, and customer comments.
13. Provides staff assistance to the Capitol Corridor Managing Director; participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
14. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of marketing and customer relations.

15. Conducts and oversees a variety of organizational studies, investigations and operational studies; recommends modifications to assigned programs, policies and procedures as appropriate.
16. Oversees the preparation of numerous presentations including monthly and quarterly status reports and annual reports to the legislature and other public officials and affected agencies.

QUALIFICATIONS

Knowledge of:

Operations of operational characteristics, services and activities of a comprehensive service planning and capital programming program for a mass transit district.

Principles and practices of mass transit and passenger rail programs.

Principles and practices of public finance.

Principles and practices of contractual administration and compliance.

Principles and practices of marketing and market research.

Principles and practices of joint ticketing, fare collection, structure, and policy.

Principles and practices of public funding and grant administration.

Principles and practices of layout, design and publication of promotional and informative materials.

Principles and practices of program development and administration.

Methods and techniques of developing and administering service plans and annual business plans.

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 management of a comprehensive service planning and capital programming program for a mass transit district.

Overseeing, directing and coordinating the work of lower level staff.

Participating in the development and administration of goals, objectives and procedures.

Identifying and responding to sensitive community and organizational issues, concerns and needs.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.

Planning, organizing, and coordinating work efforts of inter-departmental and outside agencies.

Directing activities of contracted and consultant services.

Overseeing and monitoring contractual administration and compliance.

Performing and directing marketing efforts and research.

Directing the planning, design and implementation of joint ticketing programs.

Directing the preparation and presentation of grant proposals.

Researching, analyzing and evaluating new service delivery methods and techniques.

Developing and monitoring annual business plans.
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 planning, engineering, business administration, public transportation or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional transportation planning or capital investment program experience which must have included at least two (2) years of administrative and supervisory experience.

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; occasional outdoor work and occasional exposure to heat..

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time.

BART EEO-1 Job Group: 0500 - Executives/Managers
Census Code: 0430 - Miscellaneous Managers
Safety Sensitive: N