



GROUP MANAGER, PRODUCTION SUPPORT

JC: 000171

PB: 11

FLSA: Exempt

BU: 95 (NR)

Created: March 2018

Revised: June 2019

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 planning & scheduling systems, projects and activities; makes recommendations for action and assists in policy and procedure development and implementation; provides highly responsible and complex administrative support to the Chief Mechanical Officer; and performs related duties as assigned.

CLASS CHARACTERISTICS

This Deputy Director level classification is responsible for performing administration of a department under the direction of the Director or Executive category. Classifications in this category assist in guiding the development, preparation, and maintenance of the department's policies, may lead collaborative efforts with other internal departments to develop continuous process improvements, or manage consulting contracts and task orders, and monitor and evaluate staff performance and provide feedback, coaching, and/or positive recognition for department personnel and decision-making may have significant, long-term impact on the organization. This classification is distinguished from the Chief Mechanical Officer in that the latter has overall responsibility for oversight and management of the District's Maintenance and Engineering projects and programs.

REPORTS TO

Chief Mechanical Officer or designee.

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

1. Assumes full management responsibilities for all departmental services and activities including comprehensive fleet maintenance planning, and scheduling, revenue rail car onboarding, and decommissioning, materials management, vehicle and component reliability and reporting, and process improvement programs.
2. Manages the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.
3. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.

4. Selects, trains, motivates and evaluates subordinate level staff, the production support group'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; makes recommendations for action.
5. Participates in the development and management of the Strategic Maintenance Program (SMP), annual capital and operating budgets; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
6. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; integrates technology as appropriate; implements reliability-based maintenance program with an emphasis on lean manufacturing.
7. Works closely with maintenance, engineering and outside subject matter experts to develop effective reliability solutions and proper workflow processes and procedures.
8. Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.
9. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to maintenance programs, policies and procedures as appropriate.
10. Selects, trains, motivates, and evaluates maintenance personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Works closely with maintenance, engineering and outside subject matter experts to develop effective reliability solutions and proper workflow processes and procedures.
12. Instigates accidents and unusual occurrences; determines causes, develops, and implements resolutions and corrective actions.
13. Ensures compliance with applicable EPA, OSHA, water district, sanitary district, fire department and other regulatory agency rules and regulations.
14. Attends and participates in professional group meetings; stays abreast of new trends in lean manufacturing and innovations in the field of reliability-based maintenance practices.
15. Responds to and resolves difficult and sensitive patron inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Professional office administration practices and procedures
- Principles and practices of project coordination and management

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- Methods and techniques of policy analysis and development
- Principles and practices of Lean Manufacturing
- Operational characteristics, services, and activities of a Strategic Maintenance Program (SMP) overhaul facilities
- Principles, practices, methods, materials, tools, and equipment used in reliability-based maintenance
- Principles and practices of budget preparation and administration
- Principles of supervision, training, and performance evaluation
- Occupational hazards and standard safety practices including OSHA and environmental rules and regulations
- Related Federal, State and local laws, codes, and regulations

Skill/Ability in:

- Performing professional level administrative support services
- Developing, implementing, interpreting and applying department policies, procedures, goals and objectives
- Exercising sound independent judgment within general policy guidelines
- Lead, organize and review the work of staff
- Independently preparing correspondence and memoranda
- Planning, organizing and administering special projects and programs
- Planning, organizing and scheduling office priorities
- Preparing, analyzing, compiling and summarizing a variety of materials
- Preparing and administering department budgets
- Understanding the organization and function of a public agency
- Analyzing problems, identifying alternative solutions and making recommendations
- Communicating clearly and concisely, both orally and in writing
- Interpreting and explaining District policies and procedures
- Establishing and maintaining effective working relationships with those contacted in the course of work

MINIMUM QUALIFICATIONS

Education:

Bachelor's degree in Business Administration, Engineering, or a closely related field from an accredited college or university.

Experience:

Six (6) years of professional (full-time equivalent) verifiable professional experience in preventive maintenance, inspection, and repair of fixed rail transit vehicles which must have included at least two (2) years of management and/or supervisory experience.

Other Requirements:

Requires 24 hours, 7 days per week on-call responsibility for revenue vehicle and shop problems.

Substitution:

Additional 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.

EEO-1 BART Job Group: 0500 – Executives/Managers
Census Code: 0430 – Miscellaneous Managers
Safety Sensitive: No