



## **GROUP MANAGER, AUTOMATIC FARE COLLECTION CAPITAL PROGRAM**

FC: EF113  
PB: 12

PC: 960  
BU: 95  
March 2002

*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 and operations of the Automatic Fare Collection Capital Program within Transit Systems Development including the development, procurement and installation of automatic fare collection equipment; coordinates assigned activities within other departments and outside agencies; provides highly responsible and complex administrative support to the Executive Manager, Transit System Development; and provides related duties as assigned.

### **CLASS CHARACTERISTICS**

This single position class manages through division managers, supervisory and professional staff, all activities, throughout the District related to development, procurement and installation of automatic fare collection equipment. The incumbent is accountable for accomplishing departmental goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from Executive Manager, Transit System Development in that the latter has overall responsibility for all engineering and management functions related to capital programs.

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

1. Assumes full management responsibility for all program services and activities including the development, procurement and installation of automatic fare collection equipment; recommends and administers policies and procedures.
2. Manages the development and implementation of short and long-term program 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.

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4. Plans, directs and coordinates, through subordinate level staff, the Automatic Fare Collection Capital Program's work plan; assigns programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
5. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
6. Directs contract administration activities for contracted project consultants and vendors; oversees the development of specifications for equipment; coordinates bidding process; recommends contract award; ensures that all services provided comply with contractual obligations.
7. Coordinates fare collection project activities with other District departments and divisions; ensures project activities and standards interface with existing systems; evaluates and assesses impact of new systems on existing internal and external ticketing programs.
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. Oversees and participates in the development and administration of the program budget; approves the forecast of funds needed for staffing, equipment, material and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
10. Explains, justifies and defends programs, policies and activities; negotiates and resolves sensitive and controversial issues.
11. Represents the Automatic Fare Collection Capital Program to other departments, elected officials, outside agencies and organizations; coordinates assigned activities with those of other departments and outside agencies and organizations.
12. Oversees and participates in the preparation of contracts for outside agencies and organizations.
13. Provides staff assistance to the Executive Manager, Transit System Development; participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
14. Responds to and resolves requests for information, analysis and recommendations.
15. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

Operations and activities of a comprehensive automatic fare collection program.  
Engineering principles and practices in assigned area.  
Principles and practices of program and goal development and administration.  
Operational characteristics of fare collection equipment.  
Methods and techniques of developing fare collection equipment.  
Principles and practices of policy development and administration.  
Principles and practices of contract administration and negotiation.  
Principles and practices of budget preparation and administration.  
Current office procedures, methods and equipment including computers.  
Principles of supervision, training and performance evaluation.  
Related Federal, State and local laws, codes and regulations.

### **Skill in:**

Managing a comprehensive automatic fare collection program.  
Performing complex project management duties.  
Applying engineering and project management principles.  
Developing specifications and acquiring complex equipment.  
Developing and administering program goals, objectives and procedures.  
Analyzing and assessing policies and operational needs and making appropriate adjustments.  
Identifying and responding to sensitive community and organizational issues, concerns and needs.  
Delegating authority and responsibility.  
Selecting, supervising, training and evaluating staff.  
Researching, analyzing and evaluating new service delivery methods and techniques.  
Overseeing the activities of multiple fare collection projects.  
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 engineering or a closely related field from an accredited college or university.

**Experience:**

Six (6) years of (full-time equivalent) verifiable fare collection project management experience, which must have included at least three (3) years of management and administrative 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.

**Physical Conditions:**

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

**EEOC Code: 01**

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