



MANAGER of MAINTENANCE SUPPORT

JC: OF425
PB: 9
FLSA: Exempt

BU: 95 (NR)
Created: April 2000
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, manages and oversees various maintenance projects and liaisons between departments to ensure timely and efficient completion of Capital projects and District wide site work plans; performs related duties as required.

CLASS CHARACTERISTICS

This is the full-scope managerial level classification which is responsible, through subordinate professionals, for managing maintenance support work, systems, and equipment. This classification is distinguished from the Senior Manager of Maintenance Support in that the latter is responsible for overseeing the day-to-day activities and operations of all maintenance support functions, whereas the former is responsible for managing maintenance support functions for assigned areas and/or projects.

REPORTS TO:

Senior Manager of Maintenance Support

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

1. Directs, manages, supervises and coordinates the operations of Operations Liaisons Division that includes interfacing, representing and coordinating within the different departments at the District to facilitate the fruition and completion of various projects and activities within the District's Operating System.
2. Provides complex administrative and service delivery method research support to the Department Division Manager, Senior Operations Liaisons Supervisors, and Deputy Director of Engineering; performs related duties as assigned.
3. Liaisons and collaborates with other Divisions and Departments to ensure the success of all Capitol Projects including Measure RR Bond program delivery efforts.
4. Provides effective and responsive communication to projects with District concerns and sensitivities as relates to the operating system and patrons.

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5. Reviews of site specific work plans, attending project meetings and applying for access to District operating system, facilities and properties.
6. Ensures the integrity of revenue service and the life-safety of patrons and employees.
7. Directs, motivates and leads staff; addressing personnel issues and compliance with District Operations Rules and Procedures
8. Monitors and updates software tracking and reporting through knowledge of scheduling and cost control applications.
9. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
10. Coordinates Oversees and participates in the development and administration of the Division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
11. Provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
12. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
13. Conducts a variety of maintenance studies, investigations and operational studies; recommends modifications to complex maintenance problems, programs, policies and procedures.
14. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of engineering and maintenance support and equipment.
15. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Principles of safety in transit and facility operations
- Principles and practices of preventive maintenance and repair for station, wayside and infrastructure equipment
- District Labor Relations, Collective Bargaining Agreements, and Human Resources Policies
- Principles and practices of project scheduling and management
- Principles and practices of program development and administration
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Office procedures, methods, and equipment including computers
- Related Federal, State and local laws, codes and regulations

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Skill/Ability in:

- Overseeing and directing the management of comprehensive maintenance, installation and repair programs
- Selecting, supervising, training and evaluating staff
- Participating in the development and administration of division goals, objectives and procedures
- Preparing and administering large program budgets and contracts
- Preparing clear and concise administrative and financial reports
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Researching, analyzing and evaluating new service delivery methods and techniques
- Interpreting and applying 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
- Scheduling, inventory and cost control, word processing and spreadsheet applications
- Understanding of operations, services and activities
- Selecting, training and motivating personnel

MINIMUM QUALIFICATIONS

Education:

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

Experience:

The equivalent of five (5) years of full-time verifiable professional transit operations, maintenance and construction or related experience, which must have included at least two (2) years of supervisory experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis.

WORKING CONDITIONS

Environmental Conditions:

Office environment; field environment; electrical energy. Exposure to computer screens, noise, dust, grease, smoke, fumes, gases, heat, cold; work or inspect in confined spaces.

Physical Conditions:

Will require maintaining physical condition necessary for walking on uneven surfaces, standing or sitting for prolonged periods of time; light lifting, bending, stooping, kneeling.

BART EEO-1 Job Group: 0500 – Executives/Managers

Census Code: 0430 – Miscellaneous Managers

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Safety Sensitive: No