



MANAGER OF QUALITY ASSURANCE

JC: TC105
PB: I
FLSA: Exempt

BU: 31 (AFSCME)
Created: May 1988
Revised: April 2018

*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

Manages and supervises quality assurance inspection program activities and operations within the Rolling Stock and Shops or Maintenance and Engineering Departments; coordinates assigned activities with other divisions, outside agencies and the general public; and provides highly responsible and complex staff assistance to the Chief Mechanical Officer or Chief Maintenance & Engineering Officer; and performs related duties as assigned.

CHARACTERISTICS

This class manages quality assurance activities including audit of work processes; maintenance records, supplier compliances, or other departments as requested; receiving inspection and contract fabrication and manufacturing inspection. This class is distinguished from the Group Manager level classifications in that the latter have overall responsibility for a broader scope of departmental operations and activities.

REPORTS TO

Chief Mechanical Officer or Chief Maintenance and Engineering Officer or his/her designee

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

1. Directs, plans, and coordinates the organization, staffing and operational activities for the quality assurance inspection program.
2. Manages and participates in the development and implementation of budget, goals, objectives, policies and priorities for the quality assurance program; recommends and administers policies and procedures.
3. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; recommends and implements improvements.
4. Directs daily activities in support of the Quality Assurance Program including quality assurance audit services and activities; assigns work activities and projects; monitors work

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- flow; reviews and evaluates work products, methods and procedures; ensures availability of appropriate tools and/or instrumentation; meets with staff to identify and resolve problems.
5. Develops and/or reviews quality assurance reports of findings; determines alternatives and makes recommendations on quality improvement.
 6. Develops an individualized audit plan to allow effective audits of District, subcontractor, and/or supplier compliances; develops, revises and implements procedures, principles and standards for quality assurance inspections.
 7. Selects, trains, motivates and evaluates assigned personnel; provides, establishes, coordinates and implements staff training plans; works with employees to correct deficiencies; implements discipline and termination procedures.
 8. Provides contract oversight on the District's electronic and mechanical calibration contracts; ensures contractor compliance with contractual obligations.
 9. Provides staff assistance to the Chief Mechanical Officer or Chief Maintenance and Engineering Officer; participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary.
 10. Coordinates quality assurance activities with those of other divisions and outside agencies and organizations.
 11. Attends and participates in professional group meetings; stays abreast of new trends and innovations regarding quality assurance of transit vehicles.
 12. Directs, monitors and participates in the preparation of periodic and special reports on revenue vehicle inspection and maintenance.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a comprehensive transit vehicle quality assurance program.

Current and complex principles and practices of quality assurance inspection and testing.

Principles and practices of program development and administration.

Principles and procedures of contract administration.

Materials, tools and equipment used in vehicle and parts inspection and testing of parts.

Operational characteristics of transit vehicles systems, subsystems and components.

Principles and practices of material requisition and procurement.

Principles of supervision, training and performance evaluation.

Principles and practices of quality assurance record keeping.

Occupational hazards and standard safety practices.

Related Federal, State and local laws, codes and regulations.

Skill in:

Planning, organizing and evaluating quality assurance programs.

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Analyzing computer quality assurance issues; evaluating alternatives and developing recommendations.

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

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

Supervising and coordinating quality assurance and inspection services.

Performing contract administration duties.

Selecting, supervising, training and evaluating staff.

Ensuring adherence to safe work practices.

Ensuring proper inspection of all vehicle equipment and parts.

Interpreting and applying quality assurance policies and procedures.

Maintaining complex quality assurance documents and records.

Preparing clear and concise reports.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in engineering or a closely related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable quality assurance inspection experience which must have included at least two (2) years of administrative and/or supervisory experience.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

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:

Shop environment; exposure to noise, dust, grease, smoke, fumes, gases; travel from site to site.

Physical Conditions:

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

EEO-1 BART Job Group: 0430 – Miscellaneous Managers

Safety Sensitive: No