



## MANAGER OF WORKFORCE DEVELOPMENT

JC: 000252

BU: 95 (NR)

PB: 9

FLSA: Exempt

*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, oversees the activities and operations of the Workforce Development Division of the Human Resources Department, which is responsible for administering districtwide workforce development and employee training functions; develops and refines training modules, conducts training sessions, assists individual employees and managers with the development of plans, and drafts the guide books and other written correspondence regarding the performance evaluation process; provides highly responsible and complex administrative support to the Director of Human Resources; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This is the full-scope managerial-level classification which directs, through subordinate professionals, the Workforce Development Division of the Human Resources Department and is accountable for developing and promoting the accomplishment of division goals and objectives. This classification is distinguished from other managers within the Human Resources Department in that it directs, manages, and oversees the activities and operations of the Workforce Development Division of the Human Resources Department, whereas the other manager classifications oversee different functional areas of the Department.

### **REPORTS TO**

Director of Human Resources or designee

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

1. Develops, implements, and manages employee training, workforce development, performance management, and employee engagement programs on a Districtwide basis; and coordinates with and supports staff in other executive offices who are responsible for administering department level training programs.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the Workforce Development Division; facilitates development of strategies to meet or exceed performance objectives, monitors results, and tracks and reports on results and productivity; works with key stakeholders to establish metrics, scorecards, and reporting criteria; and ensures trainers' skills are appropriately evaluated on a regular basis.

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3. Selects, trains, manages, and evaluates assigned staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures as needed; assigns work activities and projects; reviews and evaluates work products, methods and procedures; and meets with staff to identify and resolve problems.
4. Provides leadership and oversight in the design, development, implementation and evaluation of training services for the district; develops and executes scalable training and onboarding programs; develops and manages the implementation of annual and multi-year plans for training programs; ensures successful start-up of new service programs; and ensures programs are administered in accordance with applicable laws, industry regulations and best practices, safety standards, and division performance expectations.
5. Coordinates with internal and external stakeholders to ensure required certification requirements are established and achieved for District personnel.
6. Develops and administers new leadership development and career pathway programs, such as the BART Leadership Academy, the Track Working Program, and the Transit Career Ladders Training Program.
7. Works as a liaison between new employees, supervisors and management to ensure new employees have tools, training, and information needed to be successful.
8. Administers BART's Performance Management Process including developing and refining the process, conducting trainings, and assisting individual employees and managers as needed.
9. Develops and cultivates a training culture that reflects the value of safety, ethics, sharing of expertise, customer service, continuous improvement, encouragement of professional development, and cultural awareness.
10. Develops and maintains relationships with professional development organizations, non-profit training organizations, and regional and national transit organizations.
11. Coordinates activities between departmental divisions to ensure efficiency and effectiveness of service departmental operations; monitors delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
12. Interprets District policies and procedures for employees; explains programs and resolves issues.
13. Serves as the liaison with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues.
14. Attends and participates in professional group meetings; stays abreast of new trends, legislation, and innovations in the field of workforce development and employee training.
15. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

**QUALIFICATIONS**

**Knowledge of:**

- Principles, practices, techniques, and methods of planning, developing, and administering training and employee development programs
- Principles and practices of supervision, training and performance evaluation
- Operational characteristics, services and activities of a comprehensive workforce development program
- Principles and practices of workforce development and employee training program development and administration
- Current technologies employed in training and workforce development
- Principles and practices of contract administration
- Principles and practices of budget preparation and administration
- Related Federal, State and local laws, codes and regulations

**Skill/ Ability in:**

- Overseeing and participating in the management of a comprehensive workforce development and employee training program
- Selecting, supervising, training and evaluating staff
- Participating in the development and administration of division goals, objectives and procedures
- Overseeing the work of contracted consultants
- Preparing clear and concise administrative and financial reports
- Overseeing the maintenance of training and performance management files and records
- 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
- Networking and relationship building
- Overseeing large scale event planning

**MINIMUM QUALIFICATIONS**

**Education:**

Possession a bachelor's degree in Business Administration, Public Administration, Management, Organization Development, or a closely related field from an accredited college or university.

**Experience:**

The equivalent of five (5) years of full-time professional verifiable experience in training program assessment, analysis, design, and delivery or workforce development 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. A college degree is preferred.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens.

**Physical Conditions:**

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

**BART EEO-1 Job Group:** 0500 – Executives/Managers  
**Census Code:** 0136 – Human Resources Workers  
**Safety Sensitive:** No

**CLASSIFICATION HISTORY**

**Created :** January 2012  
**Revised:** June 2019  
October 2021  
February 2022  
**Updated :**