



Alameda Contra Costa Transit District Classification Specification

Exhibit-A

Operations Control Center (OCC) - Manager - **DRAFT**

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution #
TBD	Exempt	TBD	Unrepresented	10	2/12/2020	20-013

DEFINITION: Under general direction, plans, organizes, manages, and directs the operations and activities within the assigned District facilities including the Operations Control Center (OCC) and the Salesforce Transit Center (STC). This is an unrepresented at-will classification.

REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:

- Plans, organizes, manages, and directs the operations and activities of the OCC and STC; and supervises Transportation Supervisors and other assigned staff to ensure the effective, efficient, and safe operations and delivery of transportation services.
- Manages employees of assigned unit(s); selects, trains, develops, mentors, and guides staff in achieving goals and objectives; coaches and develops employees; provides constructive feedback on performance and behaviors; reviews and evaluates work; counsels and handles personnel actions as needed.
- Develops and directs the implementation of goals, objectives, work standards, policies, and procedures for the assigned unit(s).
- Develops and directs the administration and continuous maintenance of a diverse range of policies, procedures; oversees the establishment and implementation of Standard Operating Procedures (SOPs); monitors associated regulations and policy changes and retrain and/or communicates to all affected workforce.
- Ensures that assigned personnel follows the safety standards and maintains accountability for all safety performance measures; ensures compliance with regulatory training requirements; in coordination with other District personnel oversees maintenance and current status of training(s) required by federal, state, and local regulatory agencies.
- Develops, administers, and controls the unit's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Convenes meetings on a regularly scheduled basis with the division and road supervision staff.
- Continuously monitors and evaluates the efficiency and effectiveness of programs and procedures; assesses and monitors the distribution of work, support systems, and internal reporting; identifies opportunities for improvement; directs the implementation of change.
- Serves as a liaison to other District departments, divisions, and outside agencies including The Joint Powers Association (TJPA) to ensure efficient operation of the Salesforce Transit Center (STC).
- Contributes to the development and maintenance of the District's Emergency Preparedness Program and Emergency Operations and Business Recovery Plans including program modifications to adhere to regulatory requirements; provides training and annual drills; coordinates activities with other agencies.
- Coordinates emergency services during natural disasters, civil disorders, and other emergencies involving city and/or county emergency response teams; attends meetings as necessary; provides staff support to committees, including the Management/Union Safety committee, and task-forces as necessary; negotiates and resolves significant and controversial issues.
- Provides oversight of various contracts and vendors for the delivery of services and use agreements; serves as point of contact regarding contractual matters; ensures adherence to contract stipulations.
- Provides highly complex assistance to the District's Management and staff; develops and reviews staff reports related to assigned activities and services; presents information to the Board of Directors and various commissions, committees, and boards.
- Conducts field assessments of projects, physical sites and a variety of off-site activities including operational landscapes, Bart Bridges/ special event detours, and field restroom accommodations to ensure adherence to safety standards and delivery of high-quality service.
- Stays abreast of changing laws, regulations, and procedures pertaining to OCC and assigned areas; best practices and regulatory compliance requirements; communicates business implications, and impact to all key



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stakeholders including the Board of Directors, executive management, other District staff, and various public and private entities.

- Performs related duties as required.

Knowledge of: Principles, practices, and procedures applicable to the full spectrum of mass transit systems operations at the Division or location; principles and practices of management, including the development of goals and objectives, program and work organization, evaluation and supervision of staff; principles, practices, and methods of administering and coordinating a comprehensive transit communications system; policies, regulations, specifications and requirements governing recent and on-going developments, current literature and sources of information related to the development, coordination, and delivery of effective transit communication programs; applicable federal, state, and local laws and regulations pertaining to transit operations and communications; principles and practices of budget preparation, administration and monitoring; techniques, tools, and principles of project management; analytical processes and report preparation, and presentation techniques; methods of effective research, analysis, report writing, and presentation; techniques for making effective public presentations; methods of statistical and data analysis; current software for statistical analysis, word processing, spreadsheets and presentation at the advanced level; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors and District staff.

Ability to: Provide for the hiring, professional development, supervision, work review and evaluation of staff through subordinate supervision; develop and oversee implementation of goals, objectives, complex budgets, policies, procedures and work standards; coordinate, and manage complex projects, issues, systems, and/or operations develop and implement recommendations in support of department and project goals; work effectively and make sound decisions under pressure to meet critical deadlines; address multiple incoming issues, prioritize responses to appropriately resolve issues expediently; interpret and apply District and Board policies and procedures related to area of assignment; apply principles, practices and methods of administering and coordinating a comprehensive employee training and development programs; develop and provide access for employees to training programs that address new and ongoing policies, regulations, specifications and requirements governing industrial safety, loss, prevention, environmental compliance, disaster control, emergency preparedness, and accident prevention; monitor the delivery of revenue service and quickly resolve service interruptions; interpret and apply applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility; represent the District at meetings with external agencies and the public; prepare and present technical reports; communicate effectively both verbally and in writing; identify and apply principles of problem solving, research and analytical judgement; exercise sound independent judgment within established guidelines; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Education: Equivalent to a Bachelor's degree from an accredited college or university in Business, Public Administration or closely related field.

Experience: Six (6) years of professional-level experience in operations control center management or transportation administration, and two (2) years of which involved supervisory/management experience, preferably in the public transit sector.

License/Certification(s): Must possess or obtain, and maintain a valid Class C California Driver License, and meet the District's driving standards.

Special Requirements: (1) Must be available on a 24-hour on-call basis to manage response efforts for high priority and serious emergency situations.

Physical Requirements: (1) Must maintain the physical condition necessary to assess a variety of field activities, including the ability to: safely drive a District issued automobile; enter and exit bus vehicle quickly and frequently; stand, walk, and climb bus stairs frequently; grasp, lift, hold, and manipulate light items under twenty (20) pounds frequently, such as laptop computers, cell phones, clipboards and writing implements; and stoop, bend, squat,



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climb, kneel, and twist frequently. (2) Must maintain the physical ability necessary to perform tasks in an office setting, operating multiple computers, keyboards, and other peripheral equipment.

Established Date: (Res. No 20-013.)