



Title: Operations Training Administrator

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to provide supervisory/administrative direction and management to the District’s Operations Training Department staff and initiatives, and to coordinate activities with the Transportation and Community Bus Services Departments. This is accomplished by performing supervisory duties and responsibilities, overseeing information tracking and reporting, coordinating training and development, and developing programs, policies, and procedures.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Provides administrative and supervisory, duties and support by planning and supervising work of staff, developing accountabilities and corrective actions for employees, participating in the selection of staff and determining assignments, coaching new trainers and determining areas that need further training/improvement, conducting performance evaluations, coordinating meetings and preparing presentations, and representing the District.	35 %
2	S	Oversees training development by designing and developing training and orientation programs, determining and preparing instructional methodology and teaching aids, analyzing and assessing departmental training needs, creating and implementing training evaluation standards and procedures, and staying current of all new transit equipment and regulations.	25%
3	S	Oversees information tracking and reporting by ensuring current employee licenses and certificates are on file, ensuring proper records retention processes are in place, and communicating with management on mandatory training requirements.	20 %
4	S	Serves as department administrator by establishing goals and objectives for the department, reviewing programs and projects and analyzing performance, administering the departmental operating budget, developing work plans, developing programs, policies and procedures, managing safety audits and Employer Testing Program, and ensuring District compliance with applicable laws and regulations.	20 %



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree in Business Administration, Public Administration, Human Resources Management or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of five (5) years of progressively responsible experience in a transit trainer capacity, including two (2) years of supervisory experience.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification &	Possession of a valid California driver's license is required with the



Other Requirements	ability to obtain and maintain a valid Class B driver’s license, with Passenger and Airbrake endorsements, DMV certificate to conduct Employer Program Skills Testing and Drivers’ Tests, Verification of Transit Training (VTT) and US Department of Transportation (DOT) Transit Instructor Certificate.
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KNOWLEDGE

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| <ul style="list-style-type: none"> • Methods and techniques of conducting statistical analyses, and tracking, recording, and presenting statistical data. • Methods and techniques of evaluating training programs and making recommendations on new programs to be offered. • Effective communication, presentation, and facilitation methods and practices. • Adult learning principles. • Mandated State and Federal requirements. • Training resources and equipment. • Platform presentation and questioning skills. • Principles and practices of employee training and development. • Department of Motor Vehicles commercial testing regulations. • Accident investigation techniques. • Customer service principles. • Defensive driving techniques. • Protocol and procedures for handling emergencies. |
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SKILLS

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| <ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area |
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ABILITIES

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| <ul style="list-style-type: none"> • Plan, design and implement highly complex training programs and assess effectiveness. • Plan, prioritize, assign, supervise, and review work of staff. • Handle all internal and external contacts with courtesy, diplomacy, and tact. • Evaluate business and operational activities to assess training needs. • Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations. • Write clear and effective reports, business correspondence, and procedure manuals. • Effectively present information and respond to questions from groups, managers, customers, and the public. • Deal with difficult people and situations. • Learn agency and departmental operating policies, procedures, systems, methods, and tasks. • Learn system processes related to department and job functions. |
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- Extract statistics and written information from reports and transfer to other documents.
- Comply with random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).
- Obtain California DMV certificate to conduct Employee Program Skills Testing and Driver's Tests



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations; observing work site; observing work duties; communicating with co-workers
Sitting	F	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	R	Equipment
Carrying	O	Supplies; equipment; files
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	For supplies; for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad; calculator; calibrating equipment
Kneeling	F	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	N	
Bending	F	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	O	Stairs; ladders
Balancing	O	On equipment
Vision	C	Reading; computer screen; driving; observing work site
Hearing	F	Communicating via telephone/radio; to co-workers/public; listening to equipment
Talking	F	Communicating via telephone/radio; to co-workers/public
Foot Controls	F	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Fax machine, vehicle, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	M
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.