STAFF REPORT

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager
SUBJECT: New Classification

ACTION ITEM

RECOMMENDED ACTION(S):

Consider adoption of Resolution No. 18-020 approving the new classification specification for Program Administrator.

BUDGETARY/FISCAL IMPACT:

The position associated with the Program Administrator classification was included in the mid-year budget approved by the Board of Directors in February, and there is no fiscal impact. This associated position is not expected to be filled until June or July.

BACKGROUND/RATIONALE:

Program Administrator (Unrepresented, Grade 9). This classification will handle a highly responsible complex or sensitive program for the District. The position that will be associated with this classification will create, manage and administer the bus operator conflict resolution and diffusion of tense situations training for District bus operators and other operations staff. This position will report to the Executive Director of Safety, Security & Training.

ADVANTAGES/DISADVANTAGES:

The advantages are a new classification that aligns with the programs and goals of the Safety, Security and Training department. This classification is critical to District operations and will provide a vital conflict resolution program and training for operations staff. There is no disadvantage seen to this classification.

ALTERNATIVES ANALYSIS:

Staff considered not creating the new proposed classification. This would result in difficulty in developing the bus operator conflict resolution program that is critical to the District. Using other existing classifications would also result in a misalignment of duties and difficulty in recruiting the correct talent internally and externally for this position.
PRIOR RELEVANT BOARD ACTION/POLICIES:

ATTACHMENTS:

1. Resolution No. 18-020 and Related Exhibits

Approved by: Grant Lee, Executive Director of Human Resources
Reviewed by: Denise C. Standridge, General Counsel
Claudia L. Allen, Chief Financial Officer
Elisabeth West, Human Resources Manager
Prepared by: Emily Cruz, Senior Human Resources Administrator
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
RESOLUTION NO. 18-020

A RESOLUTION APPROVING THE NEW CLASSIFICATION SPECIFICATION OF PROGRAM ADMINISTRATOR.

WHEREAS, Public Utilities Code Section 24886 authorizes the Board of Directors of the Alameda-Contra Costa Transit District to determine and create such number and character of positions in the District as are necessary to carry on the functions of the District; as well as to establish the appropriate salary, salary range or wage for each classification created by the District; and

WHEREAS, the General Manager has assessed the current personnel needs of the District and determined amendments to the classification plan are necessary for the proper operation of the District; and

WHEREAS, the Board of Directors has reviewed and considered the recommendation of the General Manager to adopt the new classification specification of Program Administrator

NOW THEREFORE, the Board of Directors of the Alameda-Contra Costa Transit District does resolve as follows:

Section 1. Adopts the new classification specification of Program Administrator in Exhibit A of this resolution.

Section 2. This resolution shall become effective immediately upon its passage by four affirmative votes of the Board of Directors.

PASSED AND ADOPTED this 25th day of April, 2018.

Elsa Ortiz, President

Attest:

Linda A. Nemerooff, District Secretary
I, Linda A. Nemeroff, District Secretary for the Alameda-Contra Costa Transit District, do hereby certify that the foregoing Resolution was passed and adopted at a regular meeting of the Board of Directors held on the 25th day of April, 2018, by the following roll call vote:

AYES:
NOES:
ABSENT:
ABSTAIN:

________________________
Linda A. Nemeroff, District Secretary

Approved as to Form and Content:

________________________
Denise C. Standridge, General Counsel
DEFINITION: Under general direction, plans, directs, and organizes the activities, operations, and training of an assigned complex or sensitive program, such as Bus Operator Confliction Resolution; serves as a technical expert and resource for assigned program including providing extensive, in-depth, and specialized analysis and trainings. Develops and implements recommendations for operational, training, and procedural improvements. This position reports directly to an executive or department director. This is an at-will unrepresented classification.

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

- Develops and directs the implementation of goals, objectives, training, procedures and work standards for the assigned complex or sensitive District program, such as conflict resolution and the diffusion of intense and difficult encounters; interprets and complies with all applicable federal and state regulations.
- Monitors and directs or performs day-to-day operations of the assigned program to ensure that policies and procedures are being followed, training is being administered and effective, goals and objectives are met, and that services and projects are being accomplished efficiently and effectively; takes corrective action as necessary.
- Develops highly specialized technical training curriculum related to assigned program, researches training techniques; conducts, manages and administers specific trainings on topics such as preventing and responding to emotionally charged situations and reducing tension with challenging individuals.
- Develops and monitors the program’s budget; oversees financial well-being of the program by analyzing cost effectiveness and exercising cost controls; prepares, submits and justifies budget enhancement requests to assigned executive and director.
- Confers with and represents the program and the department/division in meetings with other District departments and divisions; serves as the District representative with a variety of public, business and community groups and organizations; fosters collaborative working relationships to the benefit of the program and the department/division.
- Prioritizes and allocates available program resources; reviews and evaluates program and service delivery, makes recommendation for and executes changes in operations to ensure maximum effective service provision; assists in developing new program function elements, including researching, compiling and analyzing supporting data.
- Performs complex administrative duties requiring oversight, attention to detail and analysis; performs strategic planning and financial analysis, including assisting in preparation of specialized program and project budgets, which may include staffing and operational needs.
- Participates in and provides support to commissions, committees and special task forces in accordance with the Board or Executive Management directives.
- Negotiates, develops, monitors and administers a variety of contracts and agreements.
- Develops systems and maintains records that provide for the proper evaluation, control and documentation of assigned activities; prepares a variety of written correspondence, reports, agenda items, procedures, directives, staff reports, and other materials; makes Board presentations, as required.
- Stays abreast of legal and operational changes that affect the activities and work processes of the program; makes recommendations for, develops and, implements improvements to the program to meet changing mission parameters and requirements.
- May supervise staff related to assigned program.
- Performs related duties, as required.
MINIMUM QUALIFICATIONS

Knowledge of: Principles and practices of program administration and evaluation, including goal setting, scheduling, the development of objectives, work planning and organization, budgeting, purchasing, and contractor management; theories, principles and operational practices applicable to the area of assignment; applicable laws, rules, ordinances and regulations; applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility; modern office practices, methods, and computer equipment and computer applications; records management principles and practices; techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations; techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to: Recommend and implement goals, objectives, and practices for providing effective and efficient services; evaluate and develop improvements in operations, procedures, policies, or methods; research, analyze, and evaluate new service delivery methods, procedures, and techniques; prepare clear and concise reports, correspondence, policies, procedures, and other written materials; analyze, interpret, summarize and present administrative and technical information and data in an effective manner; interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations; conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports; effectively represent the department/division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals; establish and maintain a variety of filing, record keeping, and tracking systems; organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines; operate modern office equipment including computer equipment and specialized software applications programs; use English effectively to communicate in person, and in writing; use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines; establish and maintain effective working relations with those encountered in the course of work by demonstrating excellent customer service skills.

Education: Equivalent to graduation from a four-year college or university with major coursework related to the assigned program.

Experience: Four (4) years of increasingly responsible and verifiable of program administration and implementation experience within a field related to the program assignment.

License and Certification(s): Requirements may be established for individual positions, dependent upon functional assignment. Some positions may require a valid Class C California Driver License and meet the District’s driving standards.

Physical Requirements: Must maintain the physical condition necessary to (1) perform tasks in an office setting operating a personal computer, keyboards and other peripheral equipment; (2) possess physical mobility in order to transport oneself expeditiously within and between large District facilities; (3) Some positions may be required to lift up to twenty five (25) pounds.

Special Requirements: Special qualifications including specialized knowledge, abilities, education, experience, or licensing may be established for individual positions, dependent upon functional assignment. Must be willing to: (1) work outside regular business hours as required and (2) travel between the various District divisions.