



Class Summary

The responsibilities of this classification include managing all training, staff development programs and initiatives that support the Operations section of the Transit Division.

Distinguishing Characteristics

This is a single incumbent, standalone classification. Work involves developing and implementing a strategic training and staff development program plan to meet current and future workforce management requirements, needs and trends. Work includes performing ongoing assessments of operational, licensure and mandated requirements as well as technological developments and service enhancements to ensure training and staff development programs provide the workforce skills necessary to meet service demands. Work also includes achieving performance improvement and operational goals, and establishing the systems and processes required to fulfill those goals. Work requires determining, ensuring and allocating all required personnel, financial, equipment and technological resources; supervising subordinate supervisors and staff; establishing and enforcing Operations operating policies and procedures; assuring compliance with applicable local, state and federal codes and regulations; analyzing, forecasting and reporting on future needs, training outcomes, trends, cost effectiveness and similar performance metrics; and participating as a member of the Operations management team. Work is performed independently under the general supervision of a higher-level transit manager.

Examples of Duties

1. Develop strategies and implement training and development programs to fulfill licensure and mandated requirements as well as provide the skill sets necessary to sustain service delivery operations in the future; research, develop and implement computer and other technology based training methodologies.
2. Conduct cost-benefit analyses of training operations and programs; manage training operations to optimize training outcomes while minimizing associated costs.
3. Develop needs assessment tools to identify and track employee training necessary to meet operating requirements; establish performance measures and criteria to monitor and evaluate unit performance.
4. Supervise administrative support, professional staff and Transit Chiefs directing the work of first-line supervisor instructors delivering training programs; hire staff consistent with assigned hiring authority; create collaborative working relationships with multiple collective bargaining units and ensure consistent application of labor policies, contract provisions and hiring guidelines; investigate and respond to grievances; participate in and provide support to legal or contractual conflict resolution.
5. Provide guidance and direction to subordinate supervisors and other staff concerning complex or sensitive issues and problems; review and confirm new-hire separations from the operator training program; establish work performance standards and initiate corrective actions when required; review existing training, operational and administrative policies and procedures, and recommend improvements or modifications to higher-level management.
6. Provide supporting data and recommendations to management in the formulation of the Operations operating and capital improvement budgets; manage and administer the training budget; authorize expenditures within designated authority level; monitor budget and maintain

expenditures within approved levels; manage and administer vendor service, supply and other related contracts as required.

7. Participate and represent Operations in a wide variety of internal and external work groups, project teams, committees and task forces.
8. Participate in Accident Review Board panels in accordance with National Safety Council guidelines.
9. Act for higher-level managers as assigned.
10. Perform other duties as assigned.

Knowledge/Skills

Knowledge of the skill sets required to support service delivery operations of large-scale mass transit services

Knowledge of local, state and federal codes and regulations that apply to licensure and other mandated requirements for mass transit operations staff

Knowledge of the policies and procedures of the Transit Division and Operations section

Knowledge of adult learning theory, practices and methodologies

Knowledge of current development approaches to computer and technology based learning systems and applications

Knowledge of the principles, practices and techniques of performance management

Knowledge of human resources management, supervisory principles and federal, state and local laws related to employment, civil rights and affirmative action

Knowledge of the principles, practices and techniques of labor relations that include interest-based or collaborative labor negotiations as well as grievance and arbitration processes

Knowledge of financial management, workforce planning and budget administration

Knowledge of automated training and management information systems

Leadership skills

Skill in staff development, training and program planning

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in statistical and operational analysis, and establishing and implementing operational policies, procedures and performance goals

Skill in defining and translating training and operating needs with available technology solutions

Skill in handling multiple, competing priorities

Skill in managing and working with a variety of individuals from diverse backgrounds

Skill in establishing effective working relationships and communicating successfully with elected officials, senior management, labor representatives, business and community groups, governmental agencies, staff and customers

Skill in use of automated training and management information systems, personal computers, word processing, spreadsheet, database management, presentation and similar applications

Licensing, Certification and Other Requirements

Washington State Driver License or the ability to travel throughout the county in a timely fashion

Work requires remaining on-call continuously to respond to emergent critical needs, emergencies or other special circumstances

Additional minimum qualifications may be established based on business needs and are specified in position announcements as appropriate.

| | |
|----------------------------------|--------------------------------|
| FLSA Designation | Exempt (Administrative) |
| Service Status | Career Service |
| Levels within same series | None |
| Class History | Created 08/2011 |