



## Manager of Special Projects & Services

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
456	Exempt	1-Officials/Administrators	AFSCME	10	9/14/1991	775	1 of 1

**DEFINITION:** Under general supervision; coordinates major special operational and/or administrative projects including major service restructuring plans and activities related to service changes, as well as organizational development and team leadership projects; and is responsible for coordinating special projects that may include District's compliance with the Americans with Disabilities Act, the Clean Air Act, and paratransit services.

**DISTINGUISHING CHARACTERISTICS:** Incumbents in this classification are responsible for the interdepartmental coordination between the Planning, Traffic & Schedules, Transportation, Maintenance, Procurement, Marketing, and Training departments, as necessary. Significant liaison responsibilities will also involve the Finance, Printing, and Legal departments. Incumbents establish external project communications with other transportation and public agencies, cities, businesses, and civic groups, and a variety of customer groups including the public at large, customers, schools, disabled persons and the disability community, and a variety of contractors.

**REPORTS TO:** The General Manager, Deputy General Manager, Deputy General Manager-Service Development, Transportation Planning Manager, or other department heads as designated for each special project.

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

- Works across organizational lines to ensure the effective and timely implementation of major service restructuring plans and other special projects and programs, including supplemental school services, the Americans with Disabilities Act, the Clean Air Act, and team leadership development at each site.
- Uses sophisticated project management and project tracking techniques for each component project element in order to develop priority sequences for the activities required to complete each project phase on schedule, and within the allotted budget.
- Assists with cost projections for each phase of project implementation.
- Establishes record-keeping systems to monitor and segregate costs associated with service restructuring, such as operator training records and other administrative and operational costs expressly related to major service changes.
- Coordinates activities of Planning with Operations and Finance to ensure the appropriate purchase, maintenance, accessibility and utilization of a variety of transit equipment, including buses and minibuses.
- Evaluates the implementation of each phase of major projects as completed in order to develop more effective project management techniques for agency-wide use.
- Prepares Board reports for the General Manager, and other reports as needed.
- Performs related duties as required.

### **MINIMUM QUALIFICATIONS:**

**Knowledge Of:** AC Transit, general transit, or related operational and administrative procedures, policies, schedules, and methods; organizational development and interdepartmental relations between all major AC Transit departments, or equivalent departments at a comparable public agency; and operational needs and requirements.

**Ability To:** Prepare concise and effective written communications; communicate with all levels of personnel; direct and influence a wide variety of functions both internally and externally; manage multiple projects and operations simultaneously; learn and interpret applicable provisions of the collective bargaining agreements; work independently under time deadlines and within project budget; maintain credibility while balancing competing demands within the District; facilitate team leadership development at all levels within the workforce; and build and maintain effective working relationships with those contacted in the course of work using principles of good customer service.

**Education:** Equivalent to a Bachelor's degree from an accredited college or university with major coursework in organizational development, public or project administration, and general management techniques.

**Experience:** A minimum of eight (8) years of transit or related operational or administrative experience, at least five (5) years of which must have been in a supervisory or managerial capacity. Additional years of experience may be substituted for the educational requirement on a two for one basis (two years experience may be submitted for one year of education).

**NOTE: This job description was written August 1991. The language has not yet been revised. For practical reasons, it has been transcribed in the MS Word electronic format. (8/27/03)**

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