



ASSISTANT SUPERINTENDENT OF SYSTEM SERVICE

JC: 000163

BU: N95 (Non-Rep)

PB: 9

FLSA: Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, manages and coordinates the daily operations and activities of the District's industrial cleaning programs for the System Service Division of the Maintenance and Engineering Department; reviews reports and conducts onsite inspections; coordinates assigned activities with other divisions, departments and outside agencies; provides highly responsible and complex support to the Superintendent of System Service; performs related duties as assigned.

CLASS CHARACTERISTICS

This supervisory/managerial classification is responsible, through subordinate personnel, for the District's industrial cleaning programs for the System Service Division of the Maintenance and Engineering Department. Positions at this level are accountable for accomplishing division goals and objectives, following operating procedures and policies, technical decision making, budget administration and personnel management. This classification is distinguished from the Superintendent of System Service in that the latter has overall management responsibility for the District's industrial cleaning program and projects for the System Service Division of the Maintenance and Engineering Department.

REPORTS TO

Superintendent of System Service or designee

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Manages and coordinates the daily operations and activities of the District's industrial cleaning programs for the System Service Division of the Maintenance and Engineering Department; reviews reports and conducts onsite inspections.
2. Investigates accidents and unusual occurrences; determines cause; develops and implements resolutions or corrective actions.
3. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
4. Directs and participates in the analyses of highly complex and technical custodial, industrial janitorial opportunities and issues; develops and implements effective and efficient solutions;

Assistant Superintendent of System Service

Page 2

prepares and submits related reports.

5. Develops and implements goals, objectives, policies and priorities for System Service Division; recommends and administers policies and procedures.
6. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
7. Participates in development and administration of division goals., metric, objectives and procedures.
8. Purchases materials and supplies from different vendors.
9. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
10. Assumes management responsibility for cleaning of all District property including the development, implementation and maintenance of an Industrial cleaning program.
11. Drives organizational change to improve standard of work and efficiencies of how work is performed by System Service staff.
12. Establishes and maintains clear performance expectations within the System Service Division; instill and maintain a disciplined, performance-oriented culture.
13. Evaluates the need and procure the equipment, tools, supplies, inventory, needed to execute and maintain an effective industrial cleaning program.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a comprehensive janitorial and industrial cleaning program for a large rail transit system in a metropolitan area
- Methods, techniques, materials, quality control, and equipment used in a large industrial cleaning program
- Principles and practices of industrial safety; contract administration, project scheduling, industrial cleaning programs, program development and administration, budget preparation and administration
- Continuous improvement methodologies
- Technology and equipment related to industrial and janitorial cleaning programs
- Related Federal, State and local laws, codes and regulations.

Skill/Ability in:

- Overseeing and participating in the management of a comprehensive, large industrial cleaning and janitorial programs
- Selecting, supervising, training and evaluating staff

Assistant Superintendent of System Service

Page 3

- Participating in the development and administration of division goals, metrics, objectives and procedures
- Preparing and administering large program budgets
- Preparing clear and concise administrative and financial reports
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Researching, analyzing and evaluating new service delivery methods and techniques
- Directing and participating in the inspecting, testing, maintaining facilities
- Reading and interpreting technical manuals, diagrams, drawings and blueprints
- Developing and implementing safety training programs
- Interpreting contracts and ensuring that contractors fulfill obligations
- Interpreting and applying Federal, State and local policies, laws and regulations
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted during work

MINIMUM QUALIFICATIONS

Education:

Possession of a bachelor's degree in Engineering, Mechanical Engineering or a closely related field from an accredited college or university.

Experience:

The equivalent of five (5) years of full-time professional verifiable experience in industrial cleaning programs, facilities maintenance management or closely related experience which must include at least two (2) years of management experience.

Substitution:

Additional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

Other Requirements:

Must be available for on-call responsibility 24 hours, 7 days per week for way and facility related problems.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; field environment; construction site environment; exposure to heat, cold, moving vehicle, electrical energy and inclement weather conditions.

Physical Conditions:

May require maintaining physical condition necessary for walking, standing or sitting prolonged periods of time. Must possess sufficient mobility to perform field inspections and investigations.

Assistant Superintendent of System Service

Page 4

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0430 – Miscellaneous Managers
Safety Sensitive: No

CLASSIFICATION HISTORY

Created : October 2017
Revised : June 2019
Updated: March 2022