



Job Description

Position: Manager of Bus Maintenance Training
Department: Transit Operations/Maintenance
Reports To: Director of Rolling Stock

Job Summary:

Prepares, provides and oversees technical training to HRT Maintenance employees. Develops and presents classroom & service floor training and to oversee all activities of productivity and vehicle maintenance. Administer and evaluate training programs in conjunction with maintenance shift supervisor as needed, scheduling and assigning maintenance tasks, monitoring activities and subordinates, scheduling classes and training employees in technical and non-technical aspects of maintenance, developing and organizing training manuals, lesson plans, schedules, procedures and certification programs, maintaining records and monitoring and evaluating trainees. Other duties include representing the Maintenance Department, observing and analyzing work practices, acting as liaison between trainees and management, encouraging positive changes, resolving bus maintenance problems and vehicle operations issues, and coordinating with staff and other departments. This is a safety sensitive position subject to the rules and regulations of the Drug and Alcohol Policy.

Essential Job Functions:

- Creates learning environments by planning, coordinating and facilitating training, maintaining training databases, participating on committees, developing lesson plans, prescribing learning criteria, reviewing trainer criteria, researching and developing materials, and maintaining training budget.
- Disseminates information by training employees in both technical and non-technical maintenance, creating schedules, procedures and evaluation criteria, implementing policies, creating training aids and manuals, and practicing new techniques.
- Supervises staff by responding to accidents or incidents that may occur in the field, providing information on vehicle maintenance, evaluating performance and facilitating quality work, creating reports, acting as on-site inspector, supporting related projects, writing technical manuals and in-house service bulletins.
- Completes maintenance activities by overseeing activities, maintaining vehicle availability, planning work procedures, inspecting, monitoring and evaluating work, overseeing maintenance and difficult and complex repairs, identifying discrepancies, reviewing work orders, identifying training needs, dispatching calls, and coordinating safety and inspection activities.
- Reviews safety plans and participates in accident investigation, coordinating training programs, estimating repair costs, ensuring standards are maintained, identifying unsafe working conditions, providing recommendations, completing random inspections, evaluating subordinates, updating safety information, and conducting regular safety and inspection drills.
- Assist staff in maintaining all documents, evaluating subordinates activities, participating in the hiring and discipline process, maintaining training and technical libraries, coordinating efforts with other departments, and serving on committees.
- Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures.
- Prepare and/or coordinate with other departments any documentation required in support of the FTA triennial reviews, drug and alcohol audits, independent audits, state audits, etc.
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for handling all related job responsibilities in accordance to HRT's Environmental Policy, relevant EMS Standard Operating Procedures, and Emergency Management Plan

- Responsible for ensuring employees in their respective functional areas have adequate training and tools necessary to meet the requirements of the EMS procedures and SOPs
- Responsible for observing and evaluating required EMS competencies among employees in their respective functional areas

Job Requirements:

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. Decisions regarding implementation of policies may be made. Contact may involve support on controversial positions or the negotiation of sensitive issues or important presentation. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions. 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.

Required Knowledge, Abilities and Skills essential to Job Functions:

- **Knowledge**
 - 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.
 - Proper English usage, spelling, grammar, and punctuation.
 - Theory of the operation, troubleshooting, and repair of heavy duty engines and electrical equipment.
 - Heating, ventilation, and air conditioning systems.
 - Pertinent hand tools, special tools, and test equipment used in vehicle and equipment maintenance.
 - Principles and practices of employment training and development.
 - Adult learning principles.
 - Training resources and equipment.
 - Current laws, regulations, and developments in areas related to maintenance.
 - Mandated State and Federal requirements.
 - Safety rules and procedures, regulations, and laws governing public transportation.
 - Accident investigation techniques.
 - Methods and techniques of preparing cost estimates for equipment damaged in accidents.
 - Filing and document storage and retrieval methods.
 - Customer service principles.
 - Supervision and motivation principles.
 - First-Aid and CPR.
- **Skills**
 - Ability to obtain and maintain Transit Bus Maintenance ASE Certification.
 - Advanced skills and knowledge in bus maintenance and systems.
 - Independent judgment and decision-making.

- Advanced ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents.
- Ability to deal with a system of real number; and practical application of fractions, percentages, ratios/proportions and measurement.
- Ability to assist in the collection of data in support of recommendations for departmental budget allocations and/or monitor division or program/project level budget and expenditures.
- Advanced ability to write editorials, journals, speeches, manuals, or critiques.
- 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 HRT 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.
- Extract statistics and written information from reports and transfer to other documents.
- Comply with random drug testing provisions for safe-sensitive classifications as required.

Required Software Knowledge and Skills essential to Job Functions:

Proficiency in using computer systems and the listed software applications associated with performance of assigned work is essential. Basic problem solving skills associated with software applications used is expected. Software usage relevant to job duties will be evaluated.

Software applications:

Advanced skills utilizing word processing, spreadsheet, presentation and database software, and specialized software related to functional areas to include but not limited to: MS Windows, MS IE, MS Office (Word, Excel, Access, Power Point, Outlook), SPEAR, PeopleSoft, Crystal Reports, Luminator, Twin Vision, Gasboy, Adobe Reader, Roxio CD Creator, WinZip, Symantec

Training and/or Education:

Minimum requirements include knowledge of a specific vocational, administrative, or technical nature, which may be obtained with a two (2) year associate's degree, diploma or equivalent from an accredited college, technical business, vocational, or correspondence school in Automotive. 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.

Required Experience:

A minimum of five (5) years of experience in teaching the diagnosis, maintenance and/or repair of transit vehicles, diesel engines or related equipment.



Licenses or Certificates:

- VA Driver's License
- CDL Class B License, with Passenger & Air Brake Endorsement
- Environmental Protection Agency (EPA)
- Fork Lift
- Other Training Certificates as required

Special Requirements:

None

FLSA Status:

Exempt

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Job may require lifting boxes up to 40 lbs, bending, stooping, standing and walking. Work requires high-speed operation of keyboard devices.

Unusual Demands:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves meeting multiple demands on a timely basis. Duties may require some seasonal overtime.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development or Human Resource Department.