



## HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

*Class Code: 1800-P100  
FLSA Status: Exempt*

### **Safety, Security, and Risk Director Bargaining Unit: Management**

#### **DEFINITION:**

Under the direction of the CEO/General Manager, the Safety, Security, and Risk Director is responsible for management and oversight of the Risk Department and its functions. This position plans, organizes, implements and administers occupational, environmental, and industrial safety programs, security and risk management programs, processes, policies and procedures; oversees security and emergency preparedness functions; enforces Santa Cruz METRO rules and regulations at Santa Cruz METRO facilities and fleet; conducts system safety, security and risk assessments; coordinates security and emergency response protocols; and provides reports and updates to CEO and/or District Counsel regarding safety, security and risk management related issues. Performs other related duties as assigned.

#### **DISTINGUISHING CHARACTERISTICS:**

The Safety, Security, and Risk Director is the executive level classification in the Safety, Security, and Risk Department. The Safety, Security, and Risk Director is responsible for the administration of all occupational safety, security, injury prevention, and risk programming for Santa Cruz METRO.

#### **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.*

- Develops and implements safety programs and processes by researching federal, state and local safety regulations, including but not limited to Federal Transit Administration (FTA) Rules and Guidelines, Fed/OSHA and Cal/OSHA Regulations, Cal/EPA and APTA best practices.
- Consults with Santa Cruz METRO department leaders in the formation of and adherence to safety, security and emergency management programs and initiatives.
- Develops and implements programs that ensure the personal safety of transit passengers and Santa Cruz METRO employees, the protection of Santa Cruz METRO property against theft and vandalism, and the control of access to facilities.
- Develops, implements, evaluates and ensures adherence to Santa Cruz METRO security policies, programs, and procedures to ensure that activities are in accordance with Santa Cruz METRO goals.
- Creates, maintains and updates all required safety plans such as the FTA Safety Management System (SMS) and the OSHA Injury and Illness Prevention Program (IIPP)
- Monitors all transit safety and security information provided by the Department of Homeland Security
- Oversees, directs and monitors contracts of contracted security services, including the development of Post Orders and the training and retraining of security personnel.
- Coordinates national and local crisis management and incident response protocols.
- Performs as Public Information Officer during emergency situations.
- Oversees the Risk Department's record keeping procedures, including surveillance recordings retention.



## HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Directs and supervises Risk Department staff and oversees work as required; develops departmental budget; monitors department expenditures; directs staff; conducts performance evaluations; sets performance goals and objectives; provides training, guidance, coaching and counseling to staff; assigns and monitors tasks.
- Develops Key Performance Indicators (KPI's), scorecards, dashboards, and other analysis tools that will assist the CEO/General Manager in his/her goals of measuring productivity, efficiencies and to set stretch goals.
- Design, plan, develop, and conduct a safety education and training program; recommend and participate in the development and implementation of goals, objectives, policies, and procedures; identify resource needs and work with department management to develop a safety strategic plan for Santa Cruz METRO and to ensure Cal-OSHA compliance.
- Provide quarterly statistics regarding frequency and severity rates for both industrial and vehicle accidents; assist in identifying areas for improvement and recommend appropriate course of action.
- Direct and coordinate the Injury & Illness Prevention Program; audit and maintain a record keeping system of program activities; present reports to appropriate staff to address deficiencies and address mitigation.
- Investigate and analyze incident reports and complaints involving work related accidents, injuries, and illnesses; provide analyses and recommendations for corrective/preventative action.
- Develop and implement safety audit programs to identify recognized safety and health hazards, site vulnerability assessments, and emergency preparedness; recommend and coordinate proactive and corrective actions; conduct independent audits of department facilities/work locations to ensure compliance and identify potential safety hazards and/or unsafe working conditions; recommend mitigation measures; research, evaluate, and recommend the purchase of safety equipment.
- Oversee mandatory random drug/alcohol testing of department employees.
- Assist with safety and fire inspections of the department's facilities with insurance carriers as needed; accompany regulatory agency personnel on investigation and enforcement inspections.
- Maintain records including safety meeting minutes, attendance at training classes, tailgate meetings, and other records to demonstrate compliance to mandated safety requirements.
- Work within budgeted safety program funding and forecast any additional funds needed for equipment, materials, training and supplies; recommend adjustments as necessary.
- Develop and manage contracts for vendors to conduct safety training for departmental staff.
- Leads all management and labor safety discussions and meetings
- Serves as Santa Cruz METRO's liaison to the County Emergency Management Council (EMC)
- Responsible for establishing, maintaining and updating the Santa Cruz METRO Emergency Operations Center (EOC)
- Performs/oversees the accident/incident reporting functions for CalTIP
- Represents the Agency in all small claims and restraining order court actions
- Represent Santa Cruz METRO effectively with other agencies; maintain awareness of new trends and developments in the field of safety and health as well as new Cal/OSHA regulations and requirements; incorporate new developments as appropriate.
- Performs minimum quarterly safety and inspections of all Santa Cruz METRO facilities
- Performs other duties as assigned.
- Perform as a hands on "working" Manager.



## HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

### EMPLOYMENT STANDARDS:

#### Knowledge of:

- Principles and practices of safety program administration.
- Cal-OSHA regulations, legal processes, liability, and risk assessment, pertinent federal, state, and local laws, codes, and regulations, including all FTA safety and security regulations.
- Principles of industrial hygiene, ergonomics, toxicology, and the health effects of chemical exposure.
- Practices of fire prevention and protection.
- Investigative techniques.
- Familiarity with the FTA Rules and Guidelines, Fed/OSHA and Cal OSHA, Cal EPA and APTA industry best practices, codes, hazards, equipment, work methods, and safety practices.
- Requirements for the commercial operation of buses and heavy equipment.
- FEMA process, procedures, and/or reporting and disaster preparedness.
- Principles, practices, and techniques of comprehensive industrial and transit system safety programs.
- Principles, practices and techniques of security protection for buildings, grounds, and public transit systems.
- Safe work methods and safety regulations pertaining to hazardous materials at an accident/incident site.
- Budget management principles and practices.
- Emergency incident management and coordination with police, fire, and other emergency services.

#### Ability to:

- Effectively design, develop, implement and administer a comprehensive safety training and injury prevention program for the Risk Department.
- Develop and oversee the emergency preparedness plan and site vulnerability assessments.
- Read, analyze and interpret laws and regulations.
- Analyze records and develop recommendations; prioritize risks.
- Foresee accident-causing conditions and develop proactive prevention measures.
- Effectively communicate both orally and in writing program priorities, present ideas, manage conflict, and gain agreement.
- Monitor and determine effectiveness of safety and health processes.
- Create and maintain an effective record keeping system.
- Participate in both short and long range budget goals.
- Establish and maintain effective working relationships with those contacted in the course of work including vendors.
- Accurately outline scope of work for contract; manage safety related contracts.
- Represent the department and make effective presentations for board, council, and other stakeholders.
- Understand and apply laws and administrative policies and procedures in the evaluation of routine property and liability insurance claims.
- Learn safety management of FTA, OSHA, FRA and CPUC.



## HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Investigate accident, scenes, analyze events and draw sound conclusions, recommend settlement on property and liability claims.
- Define problem areas, evaluate, recommend and implement solutions to complex issues and problems.
- Prepare and present comprehensive documents, charts, reports and correspondence.
- Direct, organize, and evaluate departmental programs and the performance of staff.
- Establish and maintain effective working relationships with employees, union representatives, Board members, stakeholders, elected and appointed officials, media representatives, and members of the public.
- Ability to speak before and facilitate discussions with large, diverse groups of people.
- Serve as the spokesperson for the agency in emergency situations and represent Santa Cruz METRO in a professional and courteous manner.

### **MINIMUM QUALIFICATIONS:**

#### **Education, Training and Experience:**

Bachelor's degree from an accredited college in Business, Public Administration, Environmental or Occupational Health and/or Safety, Criminal Justice, or a closely related field.

### **AND**

Four (4) years professional experience in a safety role preferable within a transportation agency including two (2) years supervisory experience, preferably in a public agency.

Familiarity with transit agency or transportation system activities and functions is highly desirable. Experience in a large public organization is preferred.

#### **Additional training and experience preferred:**

- Occupational Safety and Health Certification – OSHA511, 521
- Advanced Safety and Health Certificate (CSUDH)
- National Incident Management System (NIMA) courses – IS-00700a, IS-00200a, IS-00100a

### **LICENSES AND CERTIFICATES:**

A valid Class C driver license and safe driving record is required at the time of application. A valid Class C State driver license is required at the time of appointment and must be maintained throughout employment.

### **SPECIAL REQUIREMENTS:**

- Fluency in Spanish is preferred.
- Available for emergency duty 24 hours a day, seven days a week, including holidays.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.



## HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

### **PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

#### **Work Environment:**

The employee works in a variety of environments, from an office environment where the noise level is usually quiet, to the bus yard or maintenance shop where noise levels may be high. May work out in the field when needed. May require availability to work a flexible schedule.

### **OTHER CONDITIONS OF EMPLOYMENT:**

Must pass requisite background check.

- \*Adopted: November 2017
- \*BOD Approved: 01-26-18
- \*Revised: 00-00-00
- \*Job Family: Professional – Risk