



JOB TITLE:	<b>BRIDGE CAPTAIN</b>	DIVISION:	<b>BRIDGE</b>
REPORTS TO:	<b>DEPUTY GENERAL MANAGER, BRIDGE</b>	EEO CATEGORY:	<b>01 – EXEC</b>
FLSA:	<b>EXEMPT</b>	SAFETY-SENSITIVE:	<b>YES</b>
CLASSIFICATION:	<b>NON-REPRESENTED</b>	LOCATION:	<b>SAN FRANCISCO</b>

*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.*

### Position Summary

Under general direction of the Deputy General Manager, Bridge Division, the Bridge Captain plans, organizes and directs all activities, including administration and labor relations, of a fast-paced, 62 member, 24/7, Bridge Operations and Security Department. The Bridge Captain provides vision, leadership, and senior level management to ensure efficient and effective daily operation and security of the Golden Gate Bridge. Responsibilities include infrastructure security, roadway and visitor safety, crisis intervention and suicide prevention, emergency roadway services, traffic management, parking enforcement, revenue collection, customer service, labor relations, budget and capital planning, and planning and management of special events and expressive activities on or about the Bridge. The Bridge Captain is the principal organizational liaison with local, state, and federal law enforcement agencies as well as a variety of state and federal agencies that provide oversight and assistance with Bridge security efforts and initiatives.

### Essential Responsibilities

- Plans, organizes, and directs all aspects of Bridge roadway operations and security activities
- Monitors performance of assigned personnel and conducts performance management as required
- Monitors and ensures compliance with regulatory requirements for security force qualification and weapons' permits
- Oversees departmental training program development and administration, and ensures compliance with regulatory training requirements
- Negotiates and administers union collective bargaining agreements, issues discipline and conducts grievance proceedings
- Develops and administers departmental rules, regulations and policies
- Oversees and participates in employee recruitment, retention and career development programs
- Ensures the occupational safety and health of assigned employees in accordance with departmental and District policies as well as state and federal regulations
- Assists in the analysis and preparation of annual operating and capital budgets for assigned departments
- Monitors budget performance and implements cost control strategies to ensure consistent budget performance



- Develops, implements and maintains a comprehensive safety and security program for the Golden Gate Bridge, including crisis intervention and suicide prevention programs and initiates updates as changes in technology, threat conditions, budget and availability of outside resources occur
- Coordinates information sharing and collaborates on infrastructure security, counterterrorism and crime prevention efforts with a variety of local, state and federal agencies including the California Highway Patrol, United States Coast Guard, National Park Service, Federal Bureau of Investigation, and Department of Homeland Security, among others
- Develops and publishes a variety of routine periodic and ad hoc reports regarding Bridge operations, security, traffic patterns, incidents, accidents, and departmental performance
- Represents the District at meetings and hearings involving governmental agencies, professional and community organizations, and the general public
- Represents the District during frequent media contact and inquiries
- Provides formal reports and presentations to District executive level staff and Board of Directors regarding operational and security matters
- May be required to testify in legal proceedings on behalf of the District
- Oversees and participates in the investigation of safety and security incidents on District premises
- Evaluates and approves permits for and development and execution of operational plans for special events and expressive activities on District premises
- Performs general department head level administrative duties such as maintaining timekeeping records, workforce scheduling, purchasing and inventory control
- Knows and follows the safety and health rules and safe working practices applicable to his or her job.
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service.
- Performs additional related duties as assigned
- Regular and reliable attendance and performance is required

### Required Knowledge, Skills and Abilities

#### Knowledge of:

- Applicable Memorandum of Understanding (MOU)
- Occupational health and safety rules and working practices applicable to this position.
- Theories, principles and practices of critical infrastructure security
- State and federal regulations pertaining to public agency security forces; and roadway and traffic management
- Principles and practices of the National Incident Management System (NIMS); and crisis intervention and suicide prevention
- Computerized management information systems and common business office technologies and software
- Common infrastructure security hardware and software systems including video surveillance, motion detection, and access control systems.

#### Ability to:



- Manage performance of staff and maintain motivation and satisfactory employee relations in a unionized labor environment
- Motivate high standards of professional conduct and appearance amongst workforce
- Effectively craft and articulate a strategic long term vision for the department
- Research, interpret and apply complex laws, regulations, and contract language
- Analyze and interpret complex technical documents, blueprints, diagrams and instructions
- Ability to develop and employ effective problem solving approaches that are sensitive to organizational, security, community, customer and employee concerns
- Take initiative and use sound independent judgment within established guidelines
- Communicate clearly and effectively both orally and in writing
- Collaborate effectively with various and diverse functional departments within the District and with a variety of outside stakeholders

**Skilled in:**

- Security and safety management theories, principles, and practices
- Basic business office technologies, including spreadsheet development and word processing
- Principled and effective negotiation with labor representatives, vendors and third party contractors
- Maintaining composure and professionalism during extended period of stressful operations
- Overseeing body recovery operations and psychological counseling practices of patrol officers and other employees engaged in suicide prevention activities.

**Minimum Qualifications**

**Education/Experience:**

- Bachelor’s Degree in Business or Public Administration, Public Safety, Security Management, or related field of study; additional or alternate position related experience, education or training may be substituted and will be evaluated on a case-by-case basis
- Five years' position related management experience in transportation security, infrastructure security, public safety, or closely related field is required

**Required License(s):**

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. No reckless driving and DUI infractions within the last 7 years. No more than 2 moving violations within the last 3 years. May operate District vehicles.
- Must possess or be able to obtain, and maintain California Bureau of Security and Investigative Services (BSIS) certification (including weapons, baton, and tear gas certification) along with California Department of Justice (CA DOJ) dangerous weapons permit, and first aid and CPR certification within the introductory/probationary period.



### **Hours of Operation:**

- Normal daytime schedule
- Occasional work on nights, weekends and holidays
- Subject to 24-hour call-back during emergency situations

### **Physical Requirements:**

Work primarily in office settings. May need to lift up to 50 pounds. Must maintain physical ability to supervise and/or participate in field operations such as emergency response, rescue operations, apprehension of trespassers and special event management.

This position may have a potential for or actual exposure to lead. Pursuant to OSHA regulations, District employees are not exposed to lead at concentrations greater than 10 micrograms per cubic meter ( $\mu\text{g}/\text{m}^3$ ) of air averaged over an 8-hour period.