



## **ASSISTANT CHIEF TRANSPORTATION OFFICER, CENTRAL CONTROL**

FC: OF050  
PB: 11  
FLSA: Exempt

PC: 950  
BU: 95 (NR)  
Created: October 1991  
Revised: March 9, 2006

*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**

Assists in managing and overseeing the activities and operations of the Transportation and System Service Department in support of the District's rail service control center, and central support activities; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Chief Transportation Officer, and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This single class manages, through subordinate management/supervisory staff, the multi-shift operation and staffing of the rail service control center, and central support operations. The incumbent is accountable for accomplishing department goals and objectives within general policy guidelines. This class is distinguished from the Chief Transportation Officer in that the latter has overall responsibility for the District's transportation operations and planning, service delivery, central control, departmental administration and budget.

### **REPORTS TO**

This position reports to the Chief Transportation Officer.

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

1. Assists in management responsibility for all departmental services and activities in support of the District's rail service control center, central support and activities; recommends and administers policies and procedures.
2. Participates in the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.

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3. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
4. Assists in coordinating the Operations Control Center Department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
5. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
6. Oversees operations and activities of the control center; monitors train operations and delays; evaluates service delays, makes recommendations for improved operations.
7. Ensures 24-hour operational coverage for central control functions; coordinates staffing and training activities within central control management staff.
8. Within district guidelines, directs the coordination of emergency operations with field personnel, other departments and outside agencies; oversees the transmission of information and instructions.
9. Implements and monitors emergency procedures to ensure that passenger delay and train disruptions are minimized.
10. Monitors developments related to control center operations; evaluates impact on District operations; recommends and implements policy and procedural improvements.
11. Confers with and provides assistance to members of District departments on matters related to District Central Control operations.
12. Assists in the selection, motivation and evaluation of assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
13. Participates in the development and administration of the departmental budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
14. Explains, justifies and defends departmental programs, policies and activities; negotiates and resolves sensitive and controversial issues.

15. Represents the Operations Control Center Department to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
16. Provides staff assistance to the Chief Transportation Officer; participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
17. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of transit vehicle central control operations.
18. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

Operational characteristics, services and activities of a metropolitan transportation system.

Emergency procedures relating to transit vehicle operation.

Principles and practices of transit vehicle passenger safety.

Safety principles pertaining to the operation of transit vehicles.

Equipment and systems used to monitor transit system operations.

Methods and techniques of managing transit operations service delays and emergencies.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Occupational hazards and standard safety practices.

Related Federal, State and local laws, codes and regulations.

### **Skill in:**

Participating in the management of a comprehensive transportation system central control program.

Directing and coordinating the work of lower level staff.

Supervising, training and evaluating staff.

Participating in the development and administration of division goals, objectives and procedures.

Assisting in the preparation and administration of large program budgets.

Preparing clear and concise reports.

Researching, analyzing and evaluating new service delivery methods and techniques.

Interpreting and implementing emergency guidelines and procedures.

Assisting in managing of transit delays and emergency response.

Operating office equipment including computers and supporting word processing and spreadsheet applications.

Minimizing passenger delay and train disruptions.  
Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.  
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 in the course of work.

## **MINIMUM QUALIFICATIONS**

### **Education:**

A Bachelor's degree in Business Administration, Public Administration, or a closely related field from an accredited college or university.

### **Experience:**

Five (5) years of (full-time equivalent) verifiable professional experience in the operation of a rail system service control center which must have included at least three (3) years of management and administrative experience.

### **Other Requirements:**

The incumbent will have twenty four (24) hour, seven (7) day per week on call responsibility for Central Control Activities and/or problems.

Must possess a valid California driver's license and have a satisfactory driving record.

### **Substitution:**

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

## **WORKING CONDITIONS**

### **Environmental Conditions:**

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

### **Physical Conditions:**

May require maintaining physical condition necessary for walking, standing, or sitting for prolonged periods of time.

**EEOC Code: 01**