



MANAGER OF RAIL OPERATIONS SUPPORT

FC: OF170
PB: 09

PC: 930
BU: 95 (NR)
Revised: September 2, 2004

*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

Directs, manages, supervises and coordinates the activities and operations of the Rail Section of the Operations Support and Review Division within the Transportation and System Service Department including developing and implementing methods and procedures for efficient and effective train operations; administers the Division's safety program; coordinates assigned activities with other divisions, departments and outside agencies; and provides complex administrative support to the Group Manager, Operations Support and Review; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class directs and coordinates, through supervisory staff, activities relating to the development, preparation and dissemination of procedures, standards, directive, and manuals for rail operations, safety, passenger service, and performance reporting. The class is also responsible for managing capital improvement projects for rail operations. The incumbent is accountable for accomplishing departmental goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the Group Manager, Operations Support and Review in that the latter has overall responsibility for the District's Transportation scheduling and planning, and transportation support and review functions and activities.

REPORTS TO

This position reports to the Group Manager, Operations Support and Review.

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

1. Assumes management responsibility for assigned services and activities of the Rail Section of the Operations Support and Review Division including

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- development of operational strategies for construction and maintenance activities, coordinating safe and efficient revenue operations, and developing and administering assigned safety programs.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
 3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
 4. 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.
 5. Develops, prepares and evaluates operational strategies to facilitate maintenance and construction project activities; ensures that adverse impact on revenue service due to maintenance and construction activities is minimized.
 6. Meets with representatives of the District to ensure safe and efficient revenue operations; coordinates related activities of the Rail Section Operations Support and Review Division with those of other departments and divisions.
 7. Develops and administers the safety program and related activities for assigned personnel; implements safety rules, regulations and procedures; develops and disseminates safety bulletins; organizes and schedules safety training workshops.
 8. Analyzes and evaluates rail operations to determine budgetary impact in the event of service delivery changes; reports findings to Group Manager, Operations Support and Review and/or other management staff.
 9. Directs the preparation and submission of a variety of technical and complex reports regarding rail operations.
 10. Monitors developments and legislation related to assigned area of responsibility; evaluates impact upon district operations; recommends and implements equipment, practice and procedural improvements.
 11. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

12. Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
13. Serve as the liaison for the Rail Section Operations Support and Review Division with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
14. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
15. Provides staff assistance to the Group Manager, Operations Support and Review.
16. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to rail operations programs, policies and procedures as appropriate.
17. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of rail operations, safety and revenue operations.
18. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
19. Responds to and coordinates resolution of major delays and incidents in rail service delivery.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a comprehensive rail transportation system.

Principles and practices of public transit rail operations and administration.

Principles and practices of program development and administration.

Methods and techniques of evaluating rail operations and activities.

Methods and techniques of developing operational procedures, rules and regulations.

Administrative policies and procedures governing rail operations.

Principles of transit passenger and employee safety.

Principles of research, analysis and report preparation.

Principles and practices of transit revenue operations.

Principles and practices of construction and maintenance program coordination and administration.

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Principles and practices of budget preparation and administration.
Principles of supervision, training and performance evaluation.
Related Federal, State and local laws, codes and regulations.

Skill in:

Overseeing and participating in the development and administration of policies and procedures for rail operations in a large metropolitan public transportation system.

Overseeing, directing and coordinating the work of lower level staff.

Selecting, supervising, training and evaluating staff.

Participating in the development and administration of division goals, 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 the development of procedures and standards for train operations.

Coordinating multiple construction and maintenance programs.

Assessing budgetary impact of service delivery changes.

Developing and administering a safety program.

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 the 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 rail operations program administration which must have included at least two (2) years of management and/or supervisory experience.

Other Requirements:

Must be physically able to walk wayside on ballast for one mile.

Must be physically able to climb aerial structures.

Must be physically able to climb two-story stairway to Tower locations.

Substitution:

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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; exposure to computer screens; field environment.

Physical Conditions:

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

EEOC Code: 01

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