



## MANAGER OF TRANSPORTATION OPERATIONS SUPPORT

JC: OF170  
PB: 09  
FLSA: Exempt

PC: 930  
BU: 95 (NR)  
Created: 1999  
Revised: May 2013

*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 coordinate transportation rail and station operations and activities within the Transportation and System Service Department including developing and implementing methods and procedures for efficient and effective train and station operations; administers the Division's safety program; coordinates assigned activities with other divisions, departments and outside agencies; develops, prepares and disseminates procedures, standards, directives and manuals for transportation operations, passenger services and performance reporting; and provides complex administrative support to the Chief Transportation Officer; and performs related duties as assigned, including mainline operations assignments.

### **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 station and rail operations, safety, passenger service, and performance reporting. The class is also responsible for managing capital improvement projects related to transportation operations. The incumbent is accountable for assisting the Chief Transportation Officer in accomplishing departmental goals and objectives as well as furthering District goals and objectives within general policy guidelines. This class is distinguished from the Transportation Operations Manager in that the latter has responsibility for managing the multi-shift operations of a portion of a major rail line through subordinate supervisory staff. This class is distinguished from the Chief Transportation Officer in that the latter is responsible for the overall management of the District's Transportation Department.

## **REPORTS TO**

This position reports to the Chief Transportation Officer and/or his/her designee.

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

1. Assumes management responsibility for assigned services for all activities and operations relating to the development, preparation and dissemination of procedures, standards, directives and manuals for station and rail operations passenger services and performance reporting including 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 transportation 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, evaluates operational strategies and directs the dissemination of methods and procedures for station and rail operations, appearance and performance reporting.
6. Meets with representatives of the District to ensure safe and efficient revenue operations; coordinates related activities of the transportation operations 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 transportation operations to determine budgetary impact in the event of service delivery changes; reports findings to Chief Transportation Officer and/or other management staff as requested.

9. Directs the preparation and submission of a variety of technical and complex reports regarding transportation 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. Serves as the liaison on activities impacting department operations and coordinates 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 Chief Transportation Officer, including mainline operations assignments.
16. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to transportation 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 station and rail operations and administration.

Principles and practices of program development and administration.

Methods and techniques of evaluating station and rail operations and activities.

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

Administrative policies and procedures governing station and 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 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 station and 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 transportation operations.

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:**

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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 station or 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:**

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; noise, heat, cold, and inclement weather.

**Physical Conditions:**

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

**EEOC Code: 01**