JOB OPENING ANNOUNCEMENT

Apply On-line at www.caltrain.com/about/Jobs.html
Employment Hotline (650) 508-6308

April 8, 2021

TITLE: Manager, Rail Operations
EMPLOYMENT TYPE: Exempt (Full-Time)
DIVISION: Rail (Operations)
APPLICATION DEADLINE: Friday April 23, 2021
PAY RANGE: $1,914 – $2,871 per week ($99,511–$149,267 estimated annual)
WORK LOCATION: San Carlos, California

JOB SUMMARY: The Manager, Rail Operations reports to the Deputy Chief, Rail Operations, and is responsible for the management of Caltrain Rail Operations and Maintenance contracts for the Peninsula Corridor Joint Powers Board (PCJPB).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Monitor and evaluate contract operator compliance with the Peninsula Corridor Joint Powers Board (PCJPB) policies and procedures, federal regulations, and operating rules.
- Collaborate with the PCEP and TASI Construction Liaisons, and the PCEP contractor, to develop ongoing plans for construction resources.
- Provide capital project staff with Operations feedback on capital projects through all phases of development, design, and construction to ensure successful planning and implementation.
- Manage all rail programs including JPB/TASI side of the Proof-of-Payment Fare Enforcement, Enforcement Integration, and Project 529. Monitor programs and provide summaries to upper management, executive staff and support Citizen Advisory Committee/Bicycle Action Committee. Identify issues and develop process improvement plans.
- Manage the implementation of, and provide technical guidance for Application Program Interface (API) such as operations concepts, web, application, and database technology.
- Responsible for updates to Caltrain-specific modifications to the General Code of Operating Rules (GCOR).
- Lead efforts in the development and adoption of ordinances for Caltrain to enhance customer experience.
- Oversee the development of all operating and service plans for special events and special operational projects and oversees their implementation. Includes coordination and interface with all internal and external stakeholders in developing and finalizing service and operating plans.
- Work with the District’s Law Enforcement provider and other departments/agencies to develop and implement rail operations/JPB contracting services emergency operating measures and protocols.
- Supervise staff. Hire, mentor, and take appropriate corrective and/or disciplinary action. Ensure EEO policies and procedures are followed. Participate in selection of staff. Coordinate staff training and professional development. Establish performance objectives. Monitor and evaluate employee performance.

EXAMPLES OF DUTIES:

- Work with Fare Program Operations to sustain, enhance, and expand the next generation Clipper® Program for integration with contractor enforcement equipment to support operators.
- Participate in projects’ constructability reviews with particular emphasis on contributing to the planning, resolution, and execution of track access and protection issues and activities.
- Leverage technology and implement process improvements to enhance Caltrain’s lost and found and parking programs.
- Evaluate operating and service plans for special events and oversee their implementation.
- Analyze performance reports, operational and customer service trends, and identify programs for improvement.
- Collaborate with Government and Community Affairs, and Customer Service to address customer issues.
- Member of the Caltrain Operating Rules Committee, to review and approve rule changes.

Peninsula Corridor Joint Powers Board, 1250 San Carlos Ave., San Carlos, CA 94070-1306
• Represent the Rail Transportation Department, the District, and the PCJPB internally and externally at a variety of forums including governing boards, public, advocacy groups such as the Caltrain Citizens’ Advisory Committee (CAC), the Caltrain Bicycle Advisory Committee, and the Centralized Equipment Maintenance and Operations Facility (CEMOF) monitoring committee.
• Evaluate job performance of staff including professional development through the identification of on-the-job training and other professional development opportunities.
• Perform all job duties and responsibilities in a safe manner to protect one’s self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
• Perform other duties as assigned.

SUPERVISION: Works under the general supervision of the Deputy Chief, Rail Operations, who provides policy guidance, establishes goals and objectives, monitors and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient education, training and experience to demonstrate the knowledge and ability to successfully perform the essential functions of the position. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor’s degree in Business Administration, Transportation Planning, Operations Analysis, or related field.
- Four (4) years of full-time experience in commuter rail operations, and train control systems
- Two (2) years of experience managing or directly supervising staff.
- Ability to respond to service and operational emergencies on and around the active railroad 24/7 and in a variety of weather and road conditions.
- Valid California driver license with safe driving record is required.

PREFERRED QUALIFICATIONS:

- Working knowledge of Federal Railroad Administration (FRA) regulations.
- Excellent computer, analytical, skills.
- Excellent oral and written communications skills.

SELECTION PROCESS MAY INCLUDE:
The process will include a panel interview and may include written and skills test assessments or supplemental questions. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

EMPLOYEE BENEFITS:
For further benefit details please go to: https://www.smctd.com/jobs.html#benefits

Holidays: Seven (7) paid holidays, plus up to four (4) floating holidays per year
Time Off: Paid Time Off: 26 days per year
Cafeteria Plans: Medical, dental, vision care, group life insurance, and more
Transportation: Free bus transportation for employees and qualified dependents
Retirement: Social Security and California Public Employees Retirement Systems (CalPERS)
  o Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation
  o New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:
• To apply, please visit the www.caltrain.com/about/Jobs.html. Complete an online employment application and if required the supplemental questionnaire by 11:59 pm Friday April 23, 2021. A resume will not be accepted in lieu of the application and supplemental questionnaire. Incomplete application will not be considered.
• The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at (650) 508-6308.
• Caltrain celebrates diversity and is committed to creating an inclusive, and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.