



# JOB OPENING ANNOUNCEMENT

Apply On-line at <https://www.caltrain.com/about-caltrain/jobs>

Employment Hotline (650) 508-6308

June 14, 2022

**TITLE:** Manager, Rail Compliance  
**EMPLOYMENT TYPE:** Exempt (Full-Time)  
**DIVISION:** Rail (Rail Operations)  
**APPLICATION DEADLINE:** Friday July 8, 2022  
**PAY RANGE:** \$2,342 – \$3,513 per week (\$121,792 - \$182,688 estimated annual)  
**WORK LOCATION:** San Carlos, California

**JOB SUMMARY:** The Manager, Rail Compliance will report to the Director, Rail Operations, and is responsible for overseeing and evaluating the Caltrain commuter rail service operations and operating rules, complies with stakeholder agreements, funding oversight protocols, project management plans and procedures, and environmental clearance requirements.

## **EXAMPLES OF ESSENTIAL FUNCTIONS:**

- Responsible for contract and regulatory compliance for rail operations.
- Ensure compliance with the Construction & Maintenance (C&M) Agreements with 19 cities and counties along the Caltrain corridor.
- Develop and finalize Caltrain service and operating plans through coordination with Rail Planning and Contract Operators.
- Manage the day-to-day Caltrain customer experience; respond to operational and customer service issues.
- Monitor and audit contract operator operational and regulatory performance.
- 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**

- Provide immediate (24/7) interface with contract operator for operational, and customer service issues. Participate in the daily morning call with the contract operator.
- Monitor operator performance on safety, efficiency testing, standard operating procedures, and emergency operations planning.
- Evaluate contractors to determine performance fee payments for services rendered.
- Monitor and evaluate the implementation of train service delivery, operating plans, and public timetables.
- Monitor, evaluate, and report on rail operations, on-time performance, ridership, customer satisfaction, and contractor performance/compliance.
- 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.
- Make presentations in a variety of forums to governing boards, the public, and advocacy groups.
- 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 oneself, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures to reduce or eliminate accidents.
- Perform other duties as assigned.

**SUPERVISION:** Works under the supervision of the Deputy Director, Infrastructure Engineering who establishes goals and objectives 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.
- Five (5) years of full-time experience in commuter rail operations, and train control systems
- Two (2) years of experience managing or directly supervising staff.
- Must be able 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.

**PREFERRED QUALIFICATIONS:**

- Experience with Federal Railroad Administration (FRA) regulations.
- Effective written and oral communications skills.
- Proficiency in Microsoft Office Suite.

**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 additional information on SamTrans benefits, please visit, <https://www.smctd.com/jobs.html#benefits>

Holidays: Seven paid holidays, plus up to four floating holidays per year

Paid Time Off: Up to 26 days (PTO) per year

Cafeteria Plans: Medical, dental, vision care, group life insurance and more

Transportation: Free Bus Transportation for employees and qualified dependents

Pension: Social Security and California Public Employees Retirement Systems (CalPERS)

- Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation
- New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

**HOW TO APPLY:**

- To apply, please visit the <https://www.caltrain.com/about-caltrain/jobs>. Complete an online employment application and if required the supplemental questionnaire. Online applications will be accepted until 11:59 p.m. on Friday, July 8, 2022. 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 or email written request to [hr@samtrans.com](mailto:hr@samtrans.com).
- 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.