



JOB OPENING ANNOUNCEMENT

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

Employment Hotline (650) 508-6308

March 17, 2023

TITLE: Chief Operating Officer
EMPLOYMENT TYPE: Exempt
DIVISION: Rail Administration
APPLICATION DEADLINE: **Deadline to apply Sunday, April 9, 2023**
PAY RANGE: \$3,881-\$5822 weekly (\$201,830 - \$302,745 estimated annual)
WORK LOCATION: San Carlos, CA

JOB SUMMARY:

The Chief Operating Officer, Rail (COO) reports directly to the Caltrain Executive Director and is responsible for all Caltrain Operations and Maintenance and the transition to an electrified railroad. The COO will lead a team that provides Caltrain services either directly or with contract service providers. As a critical function, the COO provides contract oversight and manages the contractor effectively resulting in safe operations supporting ridership restoration and growth, and sufficient resources supporting critical capital projects.

The COO is responsible for tactical oversight and evaluation of the Caltrain rail service, including rail operations, employee and customer safety, equipment and facilities maintenance, on-time performance, ridership reporting, customer satisfaction, and contractor performance. The COO is a strategic member of the executive team and will balance the needs of the operating railroad and support an electrified blended system with high-speed rail in the future.

The position requires innovative and creative problem-solving skills, that include incorporating data and relevant metrics into decision-making processes. Collaborative leadership skills with the ability to develop and maintain productive relationships both internally and externally are necessary. Strong presentation skills internally and externally will be just as important.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Responsible for the safe and effective delivery of all rail transportation services offered by the Peninsula Corridor Joint Powers Board (PCJPB), including the implementation of PCJPB policies and procedures, federal regulations, and operating rules.
- Develop policies, goals, objectives, and priorities for Caltrain's Rail Operations & Maintenance group that align with Caltrain's strategic plan, service vision, mission, and values.
- Responsible for oversight of the Rail Operations interface with the Caltrain Modernization project team to ensure present and future operations are coordinated with planned infrastructure and service improvements consistent with the Peninsula Corridor Electrification Program (PCEP) and eventual shared use of the Caltrain corridor with high-speed rail service. Participate in PCEP meetings and committees.
- Responsible for the oversight of strategic initiatives/proposals for the PCJPB's collective bargaining unit agreements with represented staff and maintaining positive labor relations for contracted service.
- An Executive Team member and key contributor to policy development and implementation.
- Ensure Safety standards are being followed by Operations & Maintenance and all contractors in maintenance facilities and on the ROW. Adhere to compliance and approved safety and security policies and procedures and applicable local, state, and federal safety regulations.
- Participate in various cross-functional teams and task force committees to address overall Caltrain organizational strategies and goals. Work in coordination with Government Relations, Marketing, and Customer Experience units to enhance the reputation of Caltrain and increase ridership.
- Liaison with the Federal Railroad Administration (FRA), Federal Transit Administration (FTA), California Public Utilities Commission (CPUC), Metropolitan Transportation Committee (MTC), National Transportation Safety Board (NTSB) and other governmental and regulatory bodies.
- Supervise staff, including managing subordinates who may possess highly specialized knowledge and skills in professional disciplines other than one's own. Hire, mentor and take appropriate corrective and/or disciplinary action. Ensure EEO and affirmative action policies and procedures are followed. Participate in the selection, and coordination of staff training and professional development. Establish performance objectives, monitor, and evaluate employee performance.

San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, CA 94070-1306

EXAMPLE OF DUTIES:

- Responsible for oversight of initiatives for the management of equipment and facilities maintenance, rolling stock, and limited state of good repair projects and environmental compliance.
- Coordinate closely with the Rail Design & Construction group in support of state of good repair projects and asset management; effective PCJPB oversight of contractor performance, and delivery of operations-critical capital improvement projects from initial design to project close out.
- Responsible for the preparation and administration of operating and capital budget plans required to support the Rail Operations Division. Monitor budgetary performance and make necessary adjustments to achieve budget compliance.
- Make presentations in a variety of forums to governing boards, the public, and others, including advocacy groups such as the Caltrain Citizens Advisory Committee (CAC), the Caltrain Bicycle and Active Transportation Advisory Committee (BATAC), and the Centralized Equipment Maintenance and Operations Facility (CEMOF) monitoring committee.
- Responsible for the presentation of monthly performance reports to the Board of Directors at public board meetings. Provide guidance and recommendations on operational and other matters to the Executive Director, members of the Boards, and internal customers.
- Coordinate closely with the Rail Design & Construction group in support of state of good repair projects and asset management; effective PCJPB oversight of contractor performance, and delivery of operations-critical capital improvement projects from initial design to project close out.
- Responsible for the oversight, and coordination with appropriate agency support departments, of operations technology including but not limited to the Rail Operations Control and Passenger Information systems (ROCS/PADS), and the Positive Train Control system (PTC).
- Monitor and evaluate train service delivery, operating plans, and public timetables, including schedule performance, customer experience, crew, and equipment utilization. Oversee the implementation of service changes resulting from changes in crewing and consist of turns and changes to the public timetable.
- Develop and review a variety of reports on Caltrain's overall operating performance and functional areas within the various Rail Operations & Maintenance departments. Report issues and problems involving department activities and take action to address and resolve issues.
- Oversight of initiatives for the management of equipment and facilities maintenance, rolling stock, and limited state of good repair projects and environmental compliance.
- Coordinate closely with the Rail Design & Construction group in support of state of good repair projects and asset management; effective PCJPB oversight of contractor performance, and delivery of operations-critical capital improvement projects from initial design to project close out.
- Lead the provision of all railroad passenger service to ensure the operation is functioning at maximum safety, efficiency, and reliability.
- Provide leadership support and direction for monthly activities of the Citizens Advisory Committees.
- Evaluate job performance of staff which also includes the professional development of staff through the identification of on-the-job 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 in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: Works under the general supervision of the Executive Director who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS:

Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's degree in public or business administration or a closely related field,
- Nine 9 years of experience in the public transportation field.
- Five 5 years of experience providing public transportation services in a senior management level position such as Manager, Vice President or Director or a combination of education and experience demonstrating the ability to successfully perform the essential functions of this position.

PREFERRED QUALIFICATIONS:

- Excellent oral and written presentation and communication skills.
- Experience in a senior position with rail-related business, transportation vehicle design and manufacturing are highly desirable.

SELECTION PROCESS:

The process may include a written and skills test assessments or supplemental questions and will require a panel interview. 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.

CURRENT EMPLOYMENT BENEFITS:

For further Benefits details please go to: <https://www.caltrain.com/about-caltrain/jobs/employee-benefits>

Holidays:	Seven (7) paid holidays, plus up to four (4) floating holidays per year
Paid Time Off:	Up to 26 days per year.
Cafeteria Plan:	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) <ul style="list-style-type: none">○ 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 supplemental questionnaire by 11:59 pm on **Sunday, April 9, 2023**. A resume will not be accepted in lieu of the application and supplemental questionnaire (If required). 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.
- SamTrans 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.