



JOB OPENING ANNOUNCEMENT

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Employment Hotline (650) 508-6308

March 8, 2024

TITLE: Assistant Manager, Rail Operations
EMPLOYMENT TYPE: Exempt
DIVISION: Rail Operations and Maintenance
APPLICATION DEADLINE: **Sunday, March 31, 2024**
PAY RANGE: \$1,913 - \$2,870 weekly (\$99,511 - \$149,267 Estimated Annual)
WORK LOCATION: **Menlo Park, CA**

JOB SUMMARY: The Assistant Manager, Rail Operations will report to the Manager, Rail Operations and is responsible for monitoring the day-to-day rail service operations of the Peninsula Corridor Joint Powers Board's contract operator.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Assist with the development of Caltrain service and operating plans through coordination with Rail Planning
- Monitor contract operator implementation of the conformed agreement and advise internal stakeholders of opportunities for improvement
- Provide immediate (24/7) interface with internal and external stakeholders to address any operational emergencies
- Collaborate with Caltrain Design, Construction and Engineering to mitigate customer and operational impacts during construction phasing
- 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

EXAMPLE OF DUTIES:

- Monitor, evaluate and advise on customer complaints as they are received
- Create and deliver presentations to internal stakeholders
- Develop, review and advise on changes or the creation of standard operating procedures
- Monitor, evaluate and report on the contract operator's implementation of special events
- Monitor in the field any Conductor or visual messaging system (VMS) announcements and report any discrepancies
- Act as an alternate member of the System Modification Review Committee (SMRC)
- 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 Manager, Rail Operations 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 business administration, Transportation Planning, Operations Analysis, or related field. In lieu of a degree, seven (7) years of related experience.
- Three (3) years of full-time experience in commuter rail operations, and train control systems
- One (1) year 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 is required

PREFERRED QUALIFICATIONS:

- Previous agency experience preferred
- Experience with Railroad Electrification systems and Positive Train Control systems.
- Experience with dispatching control systems
- Experience with operations and construction planning
- Effective written and oral communications skills.
- Proficiency in Microsoft Office Suite.

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 Caltrain Transportation for all employees. Free Bus Transportation for all 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, March 31, 2024**. 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 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.