**Class Summary**

The responsibilities of this classification include overseeing all aspects of streetcar operations, maintenance, facility and yard operations at the streetcar rail lines within the Metro Transit Department (MTD).

**Distinguishing Characteristics**

This is the second level in a two level classification series. Incumbents plan, organize, and direct the day-to-day operations of streetcar service, streetcar maintenance and facility and yard maintenance. The incumbent participates in the work of staff responsible for operating and maintaining streetcar vehicles as necessary. This classification is distinguished from incumbents within the Streetcar Operations and Maintenance (O&M) Supervisor – Trainee in that incumbents serve as a supervisor whom are responsible for the day-to-day operations andmaintenance of a streetcar rail line within MTD. Additionally, this classification is distinguished from other transportation supervisor-related classifications in that incumbents in this classification are responsible for the day-to-day operations and maintenance of the South Lake Union Streetcar, a one-of-its kind function in the Department of Transportation.

**Examples of Duties**

1. Plan, prioritize, assign, supervise, and review the work of staff responsible for operating, repairing and maintaining streetcars and working in the yard and incumbents within the Streetcar O&M – Trainee classification.
2. Ensure safe, efficient and on-time service; ensure streetcar operations and maintenance are in compliance with applicable procedures.
3. Coordinate streetcar vehicle maintenance and repair activities; follow-up on reported defects to ensure repairs are corrected in a timely manner.
4. Prepare and communicate materials and authorize operating clearances.
5. Assist Streetcar Operations and Maintenance Manager with supervising the day-to-day streetcar operations and maintenance; identify resource needs; evaluate system requirements and the allocation of resources; oversee pre-trip inspections on vehicles and assure needed work is performed.
6. Participate in the development and implementation of goals and objectives, policies and procedures; recommend changes and improvements.
7. Coordinate with internal and external contributors to improve service delivery, provide guidance and support on all facets of customer communications, and participate in the development and monitoring of budgets.
8. Supervise emergency situations; establish control as necessary; provide liaison with emergency response units; respond to and investigate causes of accidents, incidents or significant events; ensure emergency situations are resolved in a safe and efficient manner.
9. Establish and maintain a clean, safe work environment; monitor vehicle activities for compliance with safety policy and standards; identify any potential hazards and implement prompt corrective action; implement recovery of streetcar vehicle failures through troubleshooting.
10. Train and certify staff on train operations and maintenance as necessary; design training materials and facilitate training classes; provide or coordinate staff training; work with employees to correct deficiencies.
11. Assist in overseeing performance and evaluate work carried out by contractors to ensure compliance with agency, departmental and project objectives.
12. Prepare operations and activities reports; prepare proposals for capital projects and overhauls; maintain records.
13. Perform the duties of Streetcar Operators, Streetcar Maintainers as necessary; perform related duties as required.

**Knowledge/Skills**

Knowledge of streetcar or rail transit operations and maintenance programs

Knowledge of pertinent traffic laws, ordinances, safety rules, regulations, and codes used in the operation of streetcar vehicles

Knowledge of standards, practices, principles, and procedures for rail vehicle repair

Knowledge of methods and techniques of providing safe public transportation services

Knowledge of supervision and training principles and practices

Skill in coordinating and directing rail vehicle operations programs and maintaining and repairing activities for transit equipment and vehicles

Skill in safely operating passenger rail vehicles in accordance with applicable traffic laws, rules and regulations

Skill in rapidly learning new methods and information

Skill in providing excellent customer service to both internal and external clients; skill in responding tactfully, clearly, concisely and appropriately to inquiries from the public

Skill in verbal and written communication

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position.

**Licensing, Certification and Other Requirements**

A valid Washington State Class B CDL with no more than one violation in the past twelve months, exclusive of DUI and reckless driving, or the ability to obtain and maintain a Class B CDL with passenger (P) endorsement.

Ability to obtain and maintain a Streetcar Operator’s License.

Must pass a State of Washington Department of Transportation medical/physical examination.

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

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| **FLSA Designation** | Exempt (Executive) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | Streetcar Operations & Maintenance Supervisor – TraineeStreetcar Operations & Maintenance Supervisor |
| **Class History** | Created - 6/2007 |
|  | Updated - 1/2008 Changed font and formatUpdated – 7/2019 Changed content to reflect the creation of a trainee classification |