**Class Summary**

The responsibilities of this classification include overseeing and supervising an assigned area within Rail Operations, including specific assignments in Operations, LINK Control Center, and Streetcar to achieve timely and cost-efficient service delivery consistent with established performance improvement goals and service level requirements. Incumbents provide daily supervisory oversight of assigned employees and perform administrative functions to ensure the assigned area of responsibility supports the daily delivery of light rail and/or streetcar services and complies with applicable provisions of the intergovernmental operating agreement with Sound Transit.

**Distinguishing Characteristics**

This is a single-level classification. Work requires establishing effective and collaborative labor relationships and application and administration of applicable labor agreements; monitoring operations, responding to and resolving emergent operating problems and critical incidents; ensuring compliance with operating policies and procedures as well as relevant local, state, and federal rules and regulatory requirements; identifying and evaluating operating deficiencies, recommending corrective actions and coordinating remedial actions with appropriate Rail and Transit Division staff; monitoring labor costs, identifying cost containment strategies and recommending procedures to streamline operations and improve performance; and coordinating and supporting roll-out of varied special projects, service changes, technology improvements, staff training and similar initiatives. Work is performed independently under a Transit Superintendent's general supervision and direction.

**Examples of Duties**

*When assigned to Operations:*

1. Supervise, plan and review the work of Rail Operators and First-Line Rail Supervisors engaged in the operations and delivery of light rail services; supervise and manage Dispatch Center operations; supervise and manage field operations and act as first responder and incident commander at critical incidents; review accident/incident reports and make recommendations in preventability/non-preventability findings; ensure and enforce compliance with operating policies and procedures, system safety program plans, regulatory and similar requirements; evaluate revenue service needs and recommend improvements; operate light rail vehicles as required.

*When assigned to LINK Control Center:*

1. Supervise and review the work of Rail Supervisors and manage daily operation of the LINK Control Center on an assigned shift; manage and monitor train movement in and out of the Downtown Seattle Transit Tunnel (DSTT) and along the entire length of the rail alignment, including yard and auxiliary tracks; manage and monitor track switching at interlocking crossovers and power switching, substations and associated switchgear; supervise and manage track access and emergency shutdown operations and procedures; monitor Homeland Security systems; ensure rail system is operating in compliance with contractual and regulatory requirements; supervise system-wide communication, information distribution and external notifications regarding rail operational status; serve as Control Center incident commander during emergency activations, critical incidents, adverse weather or similar events; supervise and coordinate communications among Rail and Transit Division staff, external agencies and emergency responders as necessary; develop and recommend Control Center protocols and procedures.

*When assigned to South Lake Union Streetcar (SLUS):*

1. Supervise, plan, and review the work of Streetcar Operators, Maintainers, and Operations & Maintenance Supervisors engaged in SLUS operations and service delivery; supervise and manage base, maintenance, and service delivery operations; review and recommend modifications and enhancements to streetcar operating rules, base operating policies, and service levels; manage contractor access and track allocation processes; monitor and report on on-time performance, ridership, fare inspection reports, incident and similar operating information; coordinate with Transit Division and City of Seattle staff regarding parts and material provisioning to support SLUS operations; implement applicable portions of the rail system safety program; assist in the preparation and management of the SLUS maintenance and operating budgets; manage and review the work of rail repair, inspection and wheel truing contractors; coordinate SLUS operations with City of Seattle and other outside agencies as required.

*Common examples among assignments:*

1. Direct and ensure a timely and appropriate response to service disruptions, weather emergencies, and critical incidents; coordinate response with the Superintendent, LINK Control Center, and other internal and external agencies as appropriate; investigate and prepare a response to customer complaints regarding rail operations, services, and staff.
2. Identify, evaluate, and recommend service, quality, workplace, and business process improvements; monitor daily labor costs and modify operations when necessary to achieve performance improvement targets while maintaining established rail service levels; implement Rail, Transit Division, and area-specific safety, technology, attendance, security, training, and similar initiatives, projects, and procedures.
3. Establish and maintain a collaborative and effective labor relations environment; ensure daily operations and personnel actions conform with the terms of negotiated agreements; confer with labor representatives to discuss and resolve issues; escalate issues to the Superintendent or Transit Labor Relations staff as appropriate; may be delegated authority for first-step grievance determinations on a case-by-case basis; testify at arbitration, unemployment, and related hearings as requested.
4. Manage employee absenteeism, vacation change requests, sick/injury leaves, and related ADA/FMLA/KCFML/WFLA processes and requirements for assigned employees; review and approve leave requests consistent with staffing needs, employee preferences where possible and applicable County policy/procedures and bargaining agreements; review, correct and approve payroll; administer federal safety-sensitive drug and alcohol testing program for assigned employees.
5. Interview and recommend Rail Operators, First-Line Supervisors, and other staff; provide employees with training and development opportunities as available; counsel staff on effective customer relations and safety strategies; evaluate staff performance through record reviews; conduct performance appraisals for First-Line Supervisors; counsel employees in performance improvement requirements when needed; conduct investigations into allegations of employee misconduct, harassment, negligence, policy/procedure violations and similar assertions; determine appropriate follow-up actions including counseling, training and appropriate disciplinary actions in consultation with the Superintendent, Human Resources and Labor Relations as required.
6. Ensure compliance with all Rail Operations, Transit Division, and County policies and procedures governing safety-sensitive positions, employment, worker safety, and related areas and with applicable local, state, and federal laws.
7. May be assigned to participate in internal and external work groups, project teams, committees, and task forces; coordinate operations, service delivery, and operating needs with appropriate staff throughout the Transit Division as required.
8. Act as Superintendent as assigned.
9. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of the delivery of light rail services

Knowledge of the regulatory and statutory requirements that apply to light rail operations

Knowledge of the relevant policies and procedures

Knowledge of DSTT operations, SCADA and CCTV systems, and radio communication technology and terminology

Knowledge of effective supervisory principles and practices

Knowledge of fundamental human resource practices and workforce planning

Leadership skills

Communication skills

Customer service skills

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in handling multiple competing priorities

Ability to work varying shifts on weekdays, nights, weekends, and holidays as required for shift assignment and consistent with negotiated agreements

Ability to work 24 hours per day during rotational assignments as on-call Operations Chief

Ability to work for extended duty during adverse weather events and other emergencies

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**

Washington State Driver's License or the ability to travel throughout the county in a timely fashion

Light Rail Vehicle Operator Certification

Must pass drug and alcohol testing provisions for safety-sensitive positions as required by the U.S. Department of Transportation, 49 CFR Parts 40 and 655 if assigned to Operations Training

Some 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 (Administrative) |
| **Service Status** | Career Service  |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 06/2013 – Created08/2024 – Updated content |